



IES PEDRO  
ESPINOSA  
C/ Carrera, 12  
29200 ANTEQUERA

## Práctica Oral 2º Bachillerato



ENGLISH SPOKEN HERE

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## Useful Phrases for Discussion and Composition

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### Introducing a point

- First of all I'd like to point out ...
- The main problem is ...
- The question of ...
- Speaking of ...
- What we have to decide is ...

### Enumeration of points

- first of all, I'd like to say ...
- in addition to that ...
- moreover, ...
- furthermore, ...
- another example of this is ...
- first, second, third ...
- Finally, ...

### Stating something as a fact

- As everyone knows ...
- It is generally accepted that ...
- There can be no doubt that ...
- It is a fact that ...
- Nobody will deny that ...
- Everyone knows that ...

### Expressing a personal opinion

- It seems to me that ...
- I have the feeling that ...
- I feel that ...
- I'm absolutely convinced that ...
- You can take it from me that ...
- I think/don't think that ...
- In my opinion, ...
- Well, if you ask me ...
- As I see it ...
- The way I see it, ...
- Personally, I believe/suppose/ feel (that) ...
- I'm convinced that ...

### Expressing pros and cons

- There are two sides to the question.
- On the one hand ..., on the other hand ...
- An argument for/in favour of/against is ...
- While admitting that ... one should not forget that ...
- Some people think that ..., others say that ...

### Expressing doubt

- I'm not sure if ...
- I'm not convinced that ...
- I wonder if you realize that ...
- I doubt that.

### Expressing disagreement

- I don't agree with you about ...
- I can't accept your view that ...
- I'm of a different opinion.

### Expressing support

- You're quite right.
- That's a very important point.
- You've got a good point there.
- I couldn't agree with you more.
- You took the words right out of my mouth.

### Giving reasons

- The reason for this is (that) ...
- I base my argument on ...
- I tell you all this because ...

### Keeping to the point

- It would be more to the point if ...
- Come to the point.
- That's not the problem.
- What we are discussing is ...
- ... has nothing to do with my argument.
- That's not relevant.

### Drawing conclusions and summing up

- The obvious conclusion is ...
- Last but not least ...
- The only alternative (left) is ...
- The only possible solution/conclusion is ...
- Summing up, I'd like to say that ...
- In conclusion we can say that ...
- To cut a long story short, ...
- Just to give you the main points again, ...

### Fillers in conversation (used only in speaking)

#### At the beginning of a sentence

- Um....
- Ok /All right, ...
- Well/ Well, anyway...
- So / So then, ...
- By the way...
- At any rate... Anyhow...
- You know,...
- What I mean is...
- So...where was I saying? / where was I? (¿Qué estaba diciendo? ¿Dónde me he quedado?)

#### In the middle of a sentence (usually)

- I mean: This is, I mean, going to be challenging
- I guess: Well, I guess the problem is that I'm tired
- Kind of: This kind of makes sense
- Adverbs such as 'absolutely', 'actually' (de hecho), 'really', 'sure', 'seriously': I mean, seriously, do you believe that?

#### At the end of a sentence

- Though: This is going to be hard, though.
- Right? (¿Verdad?): This is going to be easy, right?



# Useful expressions for informal speaking

## To accept an invitation

¡Claro!	Of course!
¡Claro que sí!	Of course!
¡Cómo no!	Of course!
¡Con mucho gusto!	It will be a pleasure!
¡Desde luego!	Of course!
¡Por supuesto!	Of course!

## To turn down an invitation

¡De ninguna manera!	No way!
Lo siento, pero...	I'm sorry but...
No voy a poder	I'm not going to be able to...
Ya tengo planes	I already have plans

## To express apathy

Como quieras	Whatever you say
(Me) da igual	It makes no difference (to me)/ It's all the same (to me)
(Me) da lo mismo	It makes no difference (to me)/ It's all the same (to me)
No (me) importa	It doesn't matter (to me)

## To express agreement

¡Claro que no!	Of course not!
¡De ninguna manera!	No way!
Estás equivocado	You are wrong
Ni hablar	No way
Ni lo sueñes	Don't even think about it
No estoy de acuerdo	I do not agree
No puede ser	It's impossible
¡Por supuesto que no!	Of course not!
¡Qué va!	No way!

## To express an alternative

¿Has pensado que...?	Have you thought about...?
¿No te parece que...?	Don't you think that...?
¿Por qué no consideras...?	Why don't you consider...?
¿Qué te parece si...?	What do you think if...?
Sería mejor que...	Personally, I prefer...

## To express surprise

¿De verdad?	Is that true?
¿En serio?	Seriously?
¡Figúrate!	Imagine!
Lo dudo	I doubt it.
¡Mentira!	You are kidding me!
¡No lo puedo creer!	I can't believe it!
¡No me digas!	You don't say!
Parece mentira	It's hard to believe
¡Qué bárbaro!	I can't believe it
¡Qué raro!	That's odd/weird!



## To express preferences

A mí me parece que...	It seems to me that...
Después de pensarlo, yo...	After thinking about it, I...
Para mí,...	For me...
Personalmente, yo prefiero...	Personally, I prefer...

## To express uncertainty or indecision

Estoy un poco confundido	I'm a little confused
No estoy seguro de lo que dije, pero...	I'm not sure what you said, but...

## To express indignation or disbelief

¡Esto es el colmo!	That is the last straw!
¡Ni lo sueñes!	Don't even think about it!
¡No es posible!	It can't be!
¡No puedo más!	I can't take it anymore!
¡Qué barbaridad!	Good grief!
¡Qué horror!	That's terrible!

## To express concern

¡Cuánto lo siento!	I'm sorry!
¡Qué lástima!	What a shame!
¡Qué pena!	What a pity!

## To ask for another opinion or suggestions

¿Qué te parece si...?	What do you think if...?
Y tú, ¿qué piensas?	And what do you think?

**To explain further**

Como...	As...
Por esa razón...	For that reason...
Por lo tanto...	Therefore...
Ya que...	Because...

**To express acquiescence**

Está bien	O.K. It's all right.
No hay más remedio	There's no other solution.

**To express disbelief**

En serio	Seriously?
Lo dudo	I doubt it.
Parece mentira	It's hard to believe.

**To express regret**

Lo siento	I'm sorry.
¡Qué lástima!	What a pity!
¡Qué pena!	What a pity!

**To express dissatisfaction or frustration**

Eso no vale.	That's not fair.
No puedo más.	I can't stand it anymore.

**To express an opinion**

Creo que...	I think that...
Me parece que...	It seems to me that...
Que yo sepa...	As far as I know...

**To express probability**

Debe de ser...	It's probable...
Es probable que...	It's likely that...

**To explain or clarify what you have said**

A mí me parece que...	It seems to me that...
En otras palabras...	In other words...
Es decir...	That is to say...
Es que...	The fact is that...
O sea...	That is to say...

**To ask for an opinion or a suggestion**

¿Qué crees tú?	What do you think?
¿Qué harías tú?	What would you do?
¿Qué te parece?	How do you like it? What about it? What do you think of...?
¿Te importa?	Do you mind?
¿Te parece bien?	Do you like the suggestion?

**To suggest an alternative**

¿No crees que?	Don't you think that...?
Propongo que...	I propose that...
Sería mejor...	It would be better to...
Sugiero que...	I suggest that...

**To ask for permission**

¿Me permites/dejas...?	May I?
¿Se puede...?	May I?
¿Te molesta que...?	Do you mind if...?



## GREETING

Hi! / Hi five!  
Dude! (AmE) = Mate! (BrE)  
How you doing? = How's it going?  
What's up? = What's new?  
What's going on? (AmE)  
How've you been? (AmE)  
Long time no see!

## GETTING ATTENTION

Excuse me! / Sorry to interrupt!  
Guess what? = You'll never guess what!  
Listen up! (AmE)  
Pardon me  
Can I help you?  
Can I add something there?  
Just a minute please? = Just one sec / second

## AGREEING

Yeah! = Okey dokey!  
Me too! = Neither me!  
Sure thing! (AmE) = For sure! (AmE)  
Go ahead!  
Totally = Definitely = Cool  
I'm up for that = I'm in!  
You bet! (AmE) = Yep! (AmE)  
You got it!  
I agree! = Exactly! = So true!  
I totally agree  
I couldn't agree more  
Tell me about it!  
Be my guest!

## DISAGREEING

No way! = In your dreams! = You're dreaming!  
Over my dead body! = Fat chance!  
Yeah, right! (ironic)  
Never gonna happen!  
Of course not!  
No, period! = End of story  
Negative  
I don't think so  
Not in a a million years! = Never in a million years = Never in your lifetime!  
I totally disagree  
I beg to differ!  
I'm out!  
Fat chance!\* = Tough luck!\*

## WHEN EATING

Yum! = Yummy! = Delicious!  
Yuk! = Yuckie! = Eww! = Disgusting!  
Nasting! = Gross! = Minging!  
I'm so hungry I could eat a horse!  
I'm starving! = I'm famished!  
I got the munchies (AmE) = I'm peckish (BrE) (hungry for a snack)  
What do you fancy? I fancy... = I feel like having...  
Sweet tooth!  
Enjoy your meal! = Bon appetite!  
I am fed up





## WITH NEW TECHNOLOGIES

The computer just froze  
This picture is too grainy  
This file is bulky  
The line is choppy  
I'm into social networking  
We love texting  
I usually skype with my friends abroad  
Can you forward that to me?  
Text it to me!  
Did you see my post?  
Photo bomber?

## WORKING

Go with the flow!  
Busy bee! = Lazy bones!  
So far so good!  
Deal or no deal?\* (AmE)  
First things first!  
Easy peasy  
Easy as pie = Easy as ABC = It's a breeze = It's a piece of cake  
It ain't a walk in the park!\*

## WHEN PLAYING

I'm in! ≠ I'm out!  
Lucky you!  
Fair play ≠ Foul play  
That's not fair!  
It's my go! = My turn!  
It ain't walk in the park = It was difficult  
It was pretty hard ≠ (it's) piece of cake  
Don't jump the gun! = Cool down!  
Chill out = Take it easy!  
Deal or no deal? (AmE)  
Get the ball rolling  
He is in time out  
Cheater!  
Butterfingers!  
Perfect timing!  
Don't chicken out!\*

Take a chill pill!\* = Relax!  
Cheater!



## SOMETHING IS WRONG

Oops!  
Oh, no! = Oh, dear! = Oh man!  
Dear heavens = Oh crap! (BrE)  
Too bad!  
OMG = Oh my God! = Oh my Gosh!  
Something doesn't smell right!  
Something is fishy / smelly  
What happened?! = What's wrong?  
What's the trouble now?  
What's going on?  
Tell me everything!  
Houston, we have a problem!  
What a mess!  
What a pity!  
Ants in your pants!  
Watch out! = Becareful!  
You crossed the line!

(It's) my fault!  
My apologies / No worries / No need / It's OK

## EXPRESSING AMAZEMENT

Awesome!\* (AmE) = Neat!\*

Cool! = Sweet! = Totally!\*

Wow!\* = Whoa!\*

Super! = Amazing!

Dude!!\* (AmE)

WHAT!?!

OMG = Oh my God! = Oh my Gosh!

That's handy!

## ENJOYING

We had a great time!

This is real fun!

We are having a blast (BrE)

Totally amazing!

We gotta do that/it again!

That was awesome!

Best time ever!

We are having a ball! (BrE)

This is the life!

## EXPRESSING UNDERSTANDING

I see = I know  
Got it!\* ≠ I don't get it! = I don't get the picture  
Beg your pardon?  
You're kidding me! (AmE) / You're joking!  
I don't buy it! (AmE) = I don't believe you  
Really?  
You are making no sense = That is nonsense  
Speak English!  
That is Greek to me! = Stop the mambo jambo!  
How come?  
No way! = Never!  
I'll sleep on it! = I need some time for thinking  
Whoa... back up! = What? = Hang on, rewind!  
Don't trick me! = You are having a laugh!  
You have got to be joking / kidding!?  
Are you for real? = You can't be serious! Never mind!  
Whatever!

## EXPRESSING SUCCESS

We did it!  
Good job! = Outstanding! = Well done!  
Nice try!  
You are the best!  
You rock!  
Go us!  
We rocked it/that!  
We rule!  
Go for it! = Do your best!

## EXPRESSING FAILURE

Loser!  
Next time!  
Better luck next time!  
Not this time!  
Try harder!  
Nice try!

## EXPRESSING QUANTITY / AMOUNT

A great deal of...  
Gigantic! = Huge! = Enormous! = Insane!  
24/7 (all the time)  
Pretty much  
So much  
So-so  
Just a bit of... = A tiny bit  
This is peanuts (not much money)  
A sliver (small slice)  
Just about (almost)  
A tad (AmE) = A smidge (BrE) (small amount)  
This is nothing!  
It's no big deal  
Kind of... / Sort of... (similarity)

## TEASING

Monkey see, monkey do!  
Who cares?  
I'm going to die of boredom.  
Someone is sensitive today!  
Don't be such a baby!  
Don't cry about it! = Oh come on!  
Oh, relax! I'm joking! = I'm teasing!  
I'm just mucking around! (BrE)  
I was just playing around! = I'm just messing with you!  
Don't trick me!  
Give me a break!  
Stop nagging me!  
Knock it off!  
Enough is enough!  
Leave me alone = Mind your (own) business = Get lost! Get off my case!  
This is no brain surgery!  
Chatterbox!  
Silly Billy!  
Party-pooper!





## THANKING

I appreciate it!  
You saved my day!  
Cheers!  
You're the best!  
I owe you one!  
You really came threw! = You really came handy!  
I couldn't have done it without you!  
That's very kind of you! That would be nice!  
I'm so grateful!  
What would I do without you!? You are so sweet!  
Bless you / him / her!  
You are my shining star!  
You really came threw! = You really came handy! I couldn't have done it without you!  
You are a lifesaver! = You're a savior! I owe you one!

No problem! = No worries! = No need! = Don't mention it! My pleasure = It was a pleasure = A pleasure

## SOCIALISING

Bless you! Cheers!  
I hope you get better soon!  
Happy birthday! > Many happy returns!  
After you = You first Enjoy your meal!  
Have a nice day! > You too / The same to you

## GOOD-BYEING

So long!  
CU\* = See you! = See ya! = See you soon!  
See you later! = Later! = See ya later alligator, in a while crocodile!  
Have a nice day! (AmE)  
Got to go! (AmE) = Must dash! (BrE)  
Cheerio!\* (BrE) = Ta-ta (BrE)  
We'll be in touch!  
Take care!  
Give my regards to... = Say hi to...!\*Ta-ta\* (BrE)  
Bye for now! = Bye!  
See you on the flip side!  
Talk to you later!  
We'll be in touch!  
All the best

## OTHERS

1st task: At the airport

# AT THE AIRPORT



## Useful phrases

<p>Can I have your ticket, please?          How much luggage do you have?          How many suitcases have you got?          This is my hand luggage.          Can I have a seat next to the window/corridor?          Here's your boarding pass.          Where is passport control?          Follow the signs.</p>	<p>Can I see your passport, please?          Where can I get a trolley for my luggage?          Where is the information desk?          Which gate for flight number...?          The gate number is on the departure board.          How much is it for excess baggage?          How much hand luggage can I have?          Now go through passport control.          Wait for the flight in the departure lounge.          Check the departure gate.</p>
<p>It's now boarding.          The flight is delayed / on time.          This is the last call.          Please board the plane.          Where is the arrival hall?          I have nothing to declare.          Do I have to pay customs duty on this?          How much is it?          How many can I bring in duty-free?</p>	<p>A bumpy flight          Where's the lost and found?          Is it on time / delayed?          What time does your flight take off / land?          I arrived safe and sound</p>

### 1. Match the halves.

<p>1. hand          2. boarding          3. passport          4. luggage          5. information          6. flight          8. excess          9. departure          10. departure          11. last          12. nothing          13. custom          14. duty</p>	<p>a. free          b. luggage          c. to declare          d. lounge          e. duty          f. gate          h. pass          i. trolley          j. call          k. number          l. control          m. desk          n. luggage</p>	<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
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### 2. Read the dialogue and fill in the missing words.

- Can I have your ticket, please?
- Certainly, here you are.
- How much ..... do you have?
- Two suitcases. This small bag is my .....luggage.
- That's fine.
- Can I have a .....next to the window?
- I'll check. Yes, that's OK. Here's your .....pass. Have a nice .....
- Thank you. And where is passport.....?
- Over there. Follow the signs.
- Can I see your....., please?
- Of, course. Here you are.
- Thank you very much. That's fine.

1st task: At the airport

**3. Match the halves to make the sentences.**

- |                            |                                   |
|----------------------------|-----------------------------------|
| 1. Where is the .....      | a. two weeks.                     |
| 2. Which gate for .....    | b. next to the window?            |
| 3. How much .....          | c. information desk?              |
| 4. Can I have a seat ..... | d. holiday to the seaside.        |
| 5. I'm going on .....      | e. flight number BA 7413 to Rome? |
| 6. I'm staying for .....   | f. luggage can I have?            |

**4. Watch the video and write down at least five words or expressions related to the airport. Then, answer the questions.**

- a. Why is the itinerary a problem?  
b. How much does she have to pay to change her ticket?

## Airport announcements

**5. LISTENING 1. Listen and choose the correct option.**

1. Who is probably making the announcement?
  - A. a pilot
  - B. a flight attendant
  - C. a ticket agent
  - D. a ground crew member
2. What is the ultimate destination of the flight?
  - A. Atlanta
  - B. Miami
  - C. Caracas
  - D. Lima
3. What change has been announced?
  - A. the flight number
  - B. the gate number
  - C. the arrival time
  - D. the boarding time
4. What are the current weather conditions outside?
  - A. It's raining.
  - B. It's cloudy.
  - C. It's hailing.
  - D. It's windy.
5. What time will the plane depart?
  - A. 9:50 AM
  - B. 12:15 PM
  - C. 4:05 PM
  - D. 8:45 PM

**6. LISTENING 1. Listen again and fill in the gaps.**

Hello. Passengers of flight 17 <sup>(1)</sup> \_\_\_\_\_ for Caracas, with stops in Atlanta and Miami. The <sup>(2)</sup> \_\_\_\_\_ gate has been changed to 30B. Also, there will be a <sup>(3)</sup> \_\_\_\_\_ departure delay due to <sup>(4)</sup> \_\_\_\_\_ weather outside. The ground <sup>(5)</sup> \_\_\_\_\_ is in the process of deicing the <sup>(6)</sup> \_\_\_\_\_ in preparation for departure. It also looks like the flight is slightly <sup>(7)</sup> \_\_\_\_\_, so we are offering <sup>(8)</sup> \_\_\_\_\_ round-trip tickets to a few passengers willing to take a <sup>(9)</sup> \_\_\_\_\_ flight. We should be boarding about a <sup>(10)</sup> \_\_\_\_\_ to the hour. Thank you for your patience.

1st task: At the airport

**Key Vocabulary**

- **inclement** (*adjective*): severe
- **crew** (*noun*): an organized group of workers
- **deice** (*verb*): make or become free of frost or ice, defrost
- **overbook** (*verb*): too many seats, for example, have been reserved in advance
- **complimentary** (*adjective*): free, gratuitous
- **board** (*noun*): to get on an aircraft, ship, train, bus, etc.

## Customs and immigration

**7. LISTENING 2. Listen and choose the correct option.**

- What is the purpose of the woman's visit?
  - business
  - pleasure
  - business and pleasure
- Where will the woman stay during her trip?
  - at a friend's home
  - at a hotel
  - at a university dormitory
- About how long will the woman be in the country?
  - one or two days
  - three or four days
  - more than four days
- What things are in the woman's luggage?
  - clothing, computer, and books
  - CD player, clothing, and books
  - books, gifts and computer
- What other piece of information do we learn about the woman?
  - Her parents are on the same trip.
  - She enjoys travelling to different countries.
  - She was born in that country.

**8. LISTENING 2. Listen again and fill in the gaps.**

**Customs Officer:** Next. Uh, your <sup>(1)</sup> \_\_\_\_\_ please.

**Woman:** Okay.

**Customs Officer:** Uh, what is the purpose of your <sup>(2)</sup> \_\_\_\_\_?

**Woman:** I'm here to <sup>(3)</sup> \_\_\_\_\_ a teaching convention for the first part of my trip, and then I plan on touring the capital for a few days.

**Customs Officer:** And where will you be staying?

**Woman:** I'll be staying in a room at a hotel <sup>(4)</sup> \_\_\_\_\_ for the entire week.

**Customs Officer:** And uh, what do you have in your <sup>(5)</sup> \_\_\_\_\_?

**Woman:** Uh, well, just, just my <sup>(6)</sup> \_\_\_\_\_ belongings, um, . . . clothes, a few books, and a CD player.

**Customs Officer:** Okay. Uh, please open your bag.

**Woman:** Sure.

**Customs Officer:** Okay . . . Everything's fine. [Great]. Uh, by the way, is this your first visit to the <sup>(7)</sup> \_\_\_\_\_?

**Woman:** Well, yes and no. Actually, I was born here when my <sup>(8)</sup> \_\_\_\_\_ were working in the capital many years ago, but this is my first trip back <sup>(9)</sup> \_\_\_\_\_ then.

**Customs Officer:** Well, <sup>(10)</sup> \_\_\_\_\_ your trip.

**Woman:** Thanks.

---

1st task: At the airport

**Key Vocabulary**

- **attend (verb):** to be at or go to
- **book (verb):** to make arrangements in advance
- **luggage (noun):** bags used during travelling to carry your things
- **belongings (noun):** your personal property or possessions

**9. VIDEO. Watch the video from the film *The Terminal*, then answer the questions.**

1. Where are they?
  - a. At the airport
  - b. At a bus stop
  - c. On the subway
2. What was the first question asked at the customs?
  - a. What's the purpose of your visit?
  - b. How long are you staying?
  - c. Cash?
3. What do the officers want to see?
  - a. The filled form
  - b. The passport
  - c. Return tickets
4. What should a passenger do before claiming luggage?
  - a. Take a taxi
  - b. Wait in line
  - c. Go through immigration
5. Where is Mr. Navorski staying?
  - a. Ramada Inn
  - b. Times Square
  - c. Montreal
6. How does he want to leave the airport?
  - a. By taxi
  - b. By car
  - c. By bus
7. Does he know anyone in New York?
  - a. No, he doesn't.
  - b. Yes, he does.
  - c. Maybe
8. Does Mr. Navorski speak English?
  - a. No, he doesn't.
  - b. Yes, he does.
  - c. Only a little bit.
9. How do you answer the question: "What's the purpose of your visit?"
  - a. Business or pleasure
  - b. Shopping
  - c. Musicals

## Let's talk about PLANES

1. How old were you when you went on your first flight?  
Where did you go?
2. Do you like to travel by airplane?
3. What was the longest flight you have ever taken?
4. What seat do you prefer: window, centre or aisle?
5. What do you like to do during the flight?
6. Have you ever experienced turbulence? What do you do in that case?
7. Have you ever met anyone or established any relationships during a flight?
8. Have you ever seen a female pilot? Why do you think that most pilots are men?
9. Would you like to be a flight attendant? What are the benefits and /or downfalls?
10. Is being a flight attendant considered a good job in your country? What do you think are the qualifications?
11. Are planes really safer than cars? ( A British study shows that flying is 176 times safer than walking, 15 times safer than driving and 300 times safer than a motorbike.)
12. What are the advantages of travelling by airplane? And the disadvantages?
13. Do you know someone who is afraid of flying in an airplane?
14. What questions should you ask when buying airplane tickets?
15. What is a charter flight?
16. What things can you see in an airport?
17. What questions do they ask you when you check-in at the airport?
18. What questions do they ask you when going through immigration and customs at the airport?
19. Have you ever met an annoying person during a flight?
20. Have you ever had an accident during a flight?
21. Do you think budget airlines are safe?
22. Do you like to fly? Why or why not?
23. Do you prefer to fly in big planes or small planes? Why?
24. Do you think being a pilot is a good job? Why or why not?
25. Have you or someone you know ever been in a plane crash?
26. What would you do if you were on a plane that was crashing?
27. Do you like to watch movies or TV about airplane crashes? Why or why not?
28. How much baggage do you take with you?
29. What items should not be included in your hand baggage?
30. What documents do you need for international travel?
31. Do you like airline food? Would you pay money for airline food?
32. Do you enjoy talking with strangers on an airplane?
33. Do you enjoy takeoff / landing?





# At the airport-Booking and boarding a flight

## 1. Buying the ticket

1 Hello! How may I help you?

3 Would you like a one way or round trip ticket?

5 When will you be leaving?

7 When will you be returning?

10 It is \$987

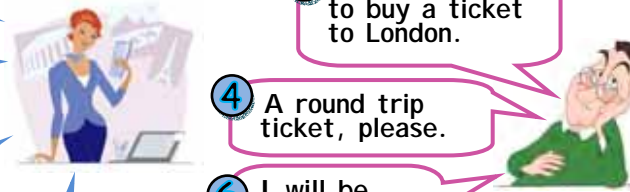
2 I would like to buy a ticket to London.

4 A round trip ticket, please.

6 I will be leaving on Wednesday

8 I will be returning on Sunday.

9 How much is the ticket?



## 2. at the airport check-in

1 Hello. Can I see your ticket and your passport, please?

3 Would you like a window or an aisle seat?

5 How much luggage do you have?

7 Here is your boarding pass. Have a nice flight.

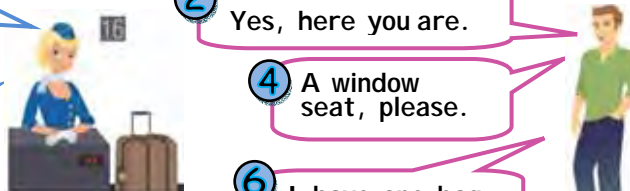
2 Yes, here you are.

4 A window seat, please.

6 I have one bag.

9 Go to gate H5. Go straight ahead and turn left.

8 Thank you. Where do I go next?




## 3. Passport control

2 Here you are?

4 Thank you.

1 Can I see your passport?

3 Thank you. Have a nice flight



## 4. on the plane

1 Would you like something to drink?


3 Would you like some ice?

5 Would you like anything else?

2 Could I have a coke, please?

4 Yes, please.

6 No, thank you.



## Useful Vocabulary



Suitcase



Gate



Credit card



Aeroplane



Carry-on luggage



Passport



Ticket



Boarding pass



Departure board



Luggage trolley

# Airport Role-play: Customs Sheet



Role-play: You are a customs and immigration officer at an airport. When students try to enter your country find out this information. To the left of the table there are some questions that you might want to ask. Fill in the blanks with a country name.



Welcome to \_\_\_\_\_.  
May/Could I see your passport?

Where are you coming from?

What is the purpose of your visit? / Why are you visiting...?

How long are you planning to stay? / How long do you intend to stay?

Where will you be staying?

Is this your first time to \_\_\_\_\_? / Have you been to ... before?

Do you have anything to declare?

Enjoy your stay.

Name	Nationality	Last Country Visited	Purpose of Visit	Intended Length of Stay	Location of Stay	Anything to Declare (Y/N)	First Time (Y/N)

2nd task: At the hotel

# BOOKING A ROOM

## Useful phrases

I'd like to book two rooms for my family. Can I book through the Internet? When would you like the reservation for? For two weeks in July. What rooms would you like? I'd like a double/single room. I'd like a twin-bedded room. With a shower or a bath?	That's extra. I'll take the rooms How much are the rooms? Is breakfast included? The check-in is from 10.00. What time is the check-out? Are there any vacant rooms? What services are included?
How much is it per night? Are there any extra charges? For two nights, from 12th to 14th of May. How would you like to make a reservation? Can I have your credit card number?	What is the method of payment? Can I pay by credit card? Is the accomodation suitable for children?

### 1. Match the halves.

- |                  |                  |
|------------------|------------------|
| 1. make          | a. bedded        |
| 2. per           | b. a bath        |
| 3. twin          | c. in/out        |
| 4. single/double | d. a room        |
| 5. check         | e. rooms         |
| 6. book          | f. room          |
| 7. vacant        | g. a reservation |
| 8. with          | h. night         |



### 2. Match the halves to make the sentences.

- |                                 |                          |
|---------------------------------|--------------------------|
| 1. I'd like to book a room..... | a. included?             |
| 2. I'd like a .....             | b. it per night?         |
| 3. A room with .....            | c. through the Internet? |
| 4. How much is .....            | d. double room           |
| 5. Is breakfast .....           | e. for the weekend.      |
| 6. Can I book .....             | f. a bath.               |

### 3. Read the dialogue and fill in the missing words.

- A. Good afternoon. Can I (1) .....you?  
 B. Yes, please. I'd like to (2) .....two rooms for my family.  
 A. When would you like the (3) .....for?  
 B. For two weeks in August, (4) .....15<sup>th</sup> (5) .....29<sup>th</sup>.  
 A. OK. What rooms would you like? (6) .....or double?  
 B. One double and one twin- (7)....., next to each other if possible.  
 A. With a (8) .....or a bath?  
 B. A shower, please. How (9) .....are the rooms?  
 A. €69 each, so that makes €138 per night.  
 B. Is breakfast (10).....?  
 A. No, that's extra.  
 B. OK. I'll take them.  
 A. What's your name, Sir?  
 B. John Smiths.  
 A. And can I have your (11) .....card number?  
 B. Sure. That's 5676 3341 0021 3490.  
 A. Thank you. The number of your reservation is 30998. Remember the (12) .....-in is from 12.00 noon.  
 B. Thank you very much.

2nd task: At the hotel

**4. Listening practice. Listen to the text and fill in the gaps with the words or phrases in the box.**
 charge - what kind of room – double with bath - booking - with a view - may i help you? –  
 how long – available – confirmation number

## I'd like to book a room please.

- Receptionist:** — Good afternoon, San Felice Hotel. (1) \_\_\_\_\_?
- Mrs Ryefield:** — Yes. I'd like to book a room, please.
- Receptionist:** — Certainly. When for, madam?
- Mrs Ryefield:** — March the 23rd.
- Receptionist:** — (2) \_\_\_\_\_ will you be staying?
- Mrs Ryefield:** — Three nights.
- Receptionist:** — (3) \_\_\_\_\_ would you like, madam?
- Mrs Ryefield:** — Er... double with bath. I'd appreciate it if you could give me a room (4) \_\_\_\_\_ over the lake.
- Receptionist:** — Certainly, madam. I'll just check what we have (5) \_\_\_\_\_  
 ... Yes, we have a room on the 4th floor with a really splendid view.
- Mrs Ryefield:** — Fine. How much is the (6) \_\_\_\_\_ per night?
- Receptionist:** — Would you like breakfast?
- Mrs Ryefield:** — No, thanks.
- Receptionist:** — It's eighty four euro per night excluding VAT.
- Mrs Ryefield:** — That's fine.
- Receptionist:** — Who's the (7) \_\_\_\_\_ for, please, madam?
- Mrs Ryefield:** — Mr and Mrs Ryefield, that's R-Y-E-F-I-E-L-D.
- Receptionist:** — Okay, let me make sure I got that: Mr and Mrs Ryefield. (8) \_\_\_\_\_  
 for March the 23rd, 24th and 25th. Is that correct?
- Mrs Ryefield:** — Yes it is. Thank you.
- Receptionist:** — Let me give you your (9) \_\_\_\_\_. It's: 7576385. I'll repeat  
 that: 7576385. Thank you for choosing San Felice Hotel and have a nice day.  
 Goodbye.
- Mrs Ryefield:** — Goodbye.

**5. Role-play. Using the information from the cards, practice with your partner. See next page.**

## Sample Conversation

Front Desk: Welcome to the Wyatt Hotel. How may I help you?

Traveler: I'd like a room please?

Front Desk: Would you like a single or a double?

Traveler: I'd like a double, please?

Front Desk: May I have your name, please?

Traveler: Timothy Findley.

Front Desk: Could you spell that please?

Traveler: F-I-N-D-L-E-Y.

Front Desk: How many are in your party?

Traveler: Just two.

Front Desk: How many nights would you like to stay?

Traveler: Just tonight.

Front Desk: How will you be paying?

Traveler: Is Visa OK?

Front Desk: That'll be fine. Would you like a wake-up call?

Traveler: Yes, I'd like a wake-up call for 6:30. Do you have a pool?

Front desk: Yes, we do. On the 2<sup>nd</sup> floor. Here's your key. That's room 405 on the fourth floor.

## Hotel Role-play Front Desk

You work at the front desk of a hotel. As guests come in write down their information in the table below:

Hint: Ask the questions on the right side of this worksheet:

Name	Room Size	Number of People	Number of Nights	Wake-up Call (Y/N)	Method of Payment



### Important Questions:

- (1) How may I help you?
- (2) Can I have your name please?
- (3) How do you spell that?
- (4) Would you like a single or a double?
- (5) How many people are you traveling with?
- (6) How many nights will you be staying?
- (7) How will you be paying?
- (8) Would you like a wake-up call?
- (9) Is there anything else you would like to know?



2nd task: At the hotel

# AT THE RECEPTION

## Useful phrases

I've got a reservation for two (double) rooms. Could I have your name, please? I booked the rooms through the Internet. Here is my reservation form. Fill in the form, please. May I have your passports / IDs? Could you sign your name, Mr...? Where should I sign the form? Sign here, please. Here are the keys. / This is your keycard. You'll be in Room 1313.	What time is breakfast served? Where are the lifts? In the hall, round the corner. Do I pay now or when I check out? Will you take my luggage upstairs? Where is the restaurant? Which floor is it? What time do you open? What time do you close? Is there a fitness centre?
Are there any messages for me? I'd like to make a complaint. What's the matter? There isn't any hot water in my room. The room is dirty. There are no clean towels. The air-conditioning is out of order. The lock is broken. I can't open the door.	Will you be checking out now? Unfortunately, yes. We've had a great stay, but now it's time to go home and get back to work. Well, we hope you'll have the chance to come back and stay with us again in the future. We hope so too!

## Exercises

### 1. Match the halves.

- |                       |                   |
|-----------------------|-------------------|
| 1. book .....         | a. the form.      |
| 2. reservation .....  | b. centre.        |
| 3. air .....          | c. a reservation  |
| 4. fill in .....      | d. a room         |
| 5. reservation .....  | e. the Internet.  |
| 6. make .....         | f. for two rooms. |
| 7. book through ..... | g. form           |
| 8. fitness .....      | h. conditioning   |

### 2. Match the halves to make sentences.

- |                                 |                         |
|---------------------------------|-------------------------|
| 1. I've got a reservation. .... | a. sign the form?       |
| 2. Here is my reservation ....  | b. the check-out?       |
| 3. What time is breakfast ....  | c. centre?              |
| 4. Is there a fitness ....      | d. or when I check out? |
| 5. Do I pay now ....            | e. for a room           |
| 6. What time is ....            | f. form.                |
| 7. Fill in ....                 | g. served?              |
| 8. Where should I ....          | h. the form, please.    |

### 3. Read the dialogue and fill in the missing words.

RECEPTIONIST - Good morning. What can I (1) .....for you?

GUEST - I've got a (2) .....for two (3) .....

RECEPTIONIST - Can I (4) .....your name, please?

GUEST - Tom Smiths. I booked the rooms through the (5) ..... Here is my reservation (6) .....

RECEPTIONIST - Thank you. Two rooms, one (7) .....and one single.

GUEST - Right.

RECEPTIONIST - Fill in this (8) ....., please. And may I have your passports?

GUEST - Here you are. Where should I (9) .....the form?

RECEPTIONIST - Here.

GUEST - OK.

RECEPTIONIST - Here are the keys. Third (10) ..... The rooms are opposite each other.

GUEST - Thank you. What time is breakfast (11) .....?

RECEPTIONIST - We serve breakfast from 7.00 till 9.00. Then you can use our snack bar on the first floor.

GUEST - Good. Where are the lifts?

RECEPTIONIST - In the hall, round the corner.

GUEST - Thank you very much.





1st task: At the hotel

**4. Video. Watch the video and answer the questions.**

1. How long is Mr Sanders staying?
2. Is he staying in a single or in a double room?
3. What problem does Mr Sanders find at the reception?
4. Is there internet connection?
5. Is there a swimming pool?
6. Where is Mr Sanders from?
7. Was the flight good?
8. Is it his first time in New York?

**5. Listening practice. Listen to the dialogue and fill in the gaps with the words or phrases in the box.****Room Service: I'd like some coffee, please**

I'd like some – How long will it take? – This is room – What can I do for you

- Room service: — Room service.  
 Mary Jones: — Good morning. (1) \_\_\_\_\_ 113. I'd like some breakfast, please.  
 Room service: — Right. Excuse me. Mrs. Jones?  
 Mary Jones: — That's right.  
 Room service: — (2) \_\_\_\_\_?  
 Mary Jones: — (3) \_\_\_\_\_ grapefruit juice, marmalade, two scrambled eggs with two sausages, toast, and a pot of black coffee, please. (4) \_\_\_\_\_?  
 Room service: — Just a few minutes, ma'am.  
 Mary Jones: — Great. Thank you.

**I'd like to check out now**

Phone calls – receipt - Here's your bill - May I help you? – Here's the key change

- Receptionist: — Good morning. (1) \_\_\_\_\_?  
 Daniel Adams: — Yes, I'd like to check out now. My name's Adams, room 312. (2) \_\_\_\_\_.  
 Receptionist: — One moment, please, sir. ... (3) \_\_\_\_\_. Would you like to check and see if the amount is correct?  
 Daniel Adams: — What's the 14 pounds for?  
 Receptionist: — That's for the (4) \_\_\_\_\_ you made from your room.  
 Daniel Adams: — Can I pay with traveller's cheques?  
 Receptionist: — Certainly. May I have your passport, please?  
 Daniel Adams: — Here you are.  
 Receptionist: — Could you sign each cheque here for me?  
 Daniel Adams: — Sure.  
 Receptionist: — Here are your (5) \_\_\_\_\_ and your (6) \_\_\_\_\_, sir. Thank you.  
 Daniel Adams: — Thank you. Goodbye.





# Let's talk about TRAVEL



## Conversation cards

Have you ever been *abroad*?  
Where did you go?  
(*abroad* = to another country)

How many countries have  
you visited?  
Talk about them.

Where do you usually go on  
holiday?  
What do you like about it?

How do you usually travel?  
(e.g. by plane, car, bus)  
Which do you prefer? Why?

Have you ever travelled by  
plane?  
How did you feel?

What is your favourite  
holiday destination?  
Why?

Do you prefer the beach or  
the mountains?  
Why?

What's your favourite  
country?  
Why?

What's your favourite city?  
Why?  
What can you do there?

Do you ever go camping?  
What do you like about it?

Where do you usually stay  
when you're on holiday?  
(e.g. hotel, resort, camping, family)

Where did you spend your  
last holiday?  
Talk about it.

When you are travelling, do  
you try to speak the local  
language?

Where do you plan to go for  
your next holiday?  
Talk about it.

Who do you usually travel  
with?  
How do you travel?

How often do you go on  
holiday?  
With whom?

Have you ever taken a  
package tour?  
Talk about it.

Do you prefer to travel in a  
group (e.g. a tour) or  
independently? Why?

### Questionnaire – interview a friend

Have you ever visited another country?  
If so, which one(s)?

Which three cities do you like most?

Which country would you like to visit?  
Why?

Which country would you NOT like to visit?  
Why?

How long do you usually go on holiday?

Do you try the local food when you travel?

Have you ever travelled alone?

Have you ever travelled by plane?

### Alternatives to Yes / No

#### YES

totally  
sure (-ly)  
sure thing  
affirmative  
by all means  
okey-dokey  
certainly  
definitely  
exactly  
of course  
undoubtedly  
you bet  
no mistake, very much so  
no doubt

#### NO

negative  
out of the question  
under no circumstances  
no way  
never  
unfortunately not  
not yet  
it's not a good idea for me  
if only

# SHOPPING

## Useful phrases



(What/ How) Can I help you? What can I do for you? I'm just looking, thank you. I don't need any help. I'm just browsing / looking around. Thanks. I'm looking for a ..... How much is it / are they? Here you are. Will you pay cash or credit card? It's / They're awful / very nice / trendy / formal... Not really. They are not practical enough. I'd like to return / exchange this, please. Can I have a refund?	What colour / size are you looking for? What size are you? Have you got anything in red /green? 'Is this available in a different colour?' 'It's too long / short /tight /loose for me...' It fits like a glove Well, black doesn't really suit me. I'm afraid I haven't. Medium/Large/Small, I suppose/think. It's all right. Have a nice day. Do you have a loyalty / club / bonus card?
Would you like to try it on? Where are the changing/fitting rooms? Over there, (on the left/right.) It's too small/big. It doesn't really fit me. I'll take it. How much is it? Do you deliver? You're welcome. Bye. Here is your change.	That comes to 45€ / That will be 45€ Swipe your card Mom and pop shops Chains What a rip off! She paid a pretty penny / top dollar through the nose

## Exercises

### 1. Match the halves.

- |                                |                     |
|--------------------------------|---------------------|
| 1. I'm looking .....           | a. by credit card?  |
| 2. How would you .....         | b. suit you?        |
| 3. I'm just .....              | c. I help you?      |
| 4. Can I try.....              | d. in red?          |
| 5. Does it .....               | e. for a skirt.     |
| 6. Have you got                | f. is this T-shirt? |
| 7. What can .....              | g. looking round.   |
| 8. Have you got anything ..... | h. like to pay?     |
| 9. How much .....              | i. a bigger size?   |
| 10. Can I pay .....            | j. it on?           |

### 2. Match the questions with the answers.

- |                                     |                                        |
|-------------------------------------|----------------------------------------|
| 1. What size are you?               | a. Have you got anything in dark blue? |
| 2. Would you like to try it on?     | b. Yes, please.                        |
| 3. Do you like it?                  | c. Cash.                               |
| 4. What colour are you looking for? | d. Downstairs, on the right.           |
| 5. Can I help you?                  | e. I'm afraid it's too small.          |
| 6. How would you like to pay?       | f. Yes, of course.                     |
| 7. Where are the fitting rooms?     | g. I'll take it. How much is it?       |
| 8. Does the dress fit you?          | h. I'm looking for a sweater.          |
| 9. How much is this t-shirt?        | i. 23                                  |
| 10. Can I try this sweater on?      | j. Medium, I suppose.                  |

## 3rd task: Shopping

**3. Read the dialogue and fill in the missing words.**

Customer: Can I (1) \_\_\_\_\_ you?

Shop assistant: I'm just (2) \_\_\_\_\_ thank you.

(After a while)

Customer: Excuse me.

Shop assistant: Yes, what can I (3) \_\_\_\_\_ for you?

Customer: I'm (4) \_\_\_\_\_ for a sweater.

Shop assistant: We've got some sweaters over there. That one is lovely.

Customer: Well, green doesn't really (5) \_\_\_\_\_ me.

Shop assistant: What colour are you looking for?

Customer: (6) \_\_\_\_\_ you got anything in dark blue?

Shop assistant: I'll see. Oh, I'm afraid I haven't. What about that grey one?

Customer: I think it's nice.

Shop assistant: What (7) \_\_\_\_\_ are you?

Customer: (8) \_\_\_\_\_ I suppose.

Shop assistant: OK. Here you are. Would you like to (9) \_\_\_\_\_ it on?

Customer: Where are the (10) \_\_\_\_\_ rooms?

Shop assistant: Over there, on the (11) \_\_\_\_\_

Customer: Thank you.

(After a while)

Customer: It's too (12) \_\_\_\_\_. It doesn't really (13) \_\_\_\_\_ me. Have you got one in a bigger (14) \_\_\_\_\_?

Shop assistant: Yes, that one is bigger.

Customer: I'll take it. How (15) \_\_\_\_\_ is it?

Shop assistant: £23.

Customer: Here you are.

Shop assistant: Thank you.

Customer: Thanks.

## Shopping for the Day

**4. LISTENING 1. Listen to the dialogue and choose the correct answer.**

1. What is the girl shopping for?

- A. a present for her mother
- B. a present for a friend
- C. a present for her father

3. Why doesn't the girl like the brown wallet?

- A. There isn't a place to put pictures.
- B. It's too big and heavy.
- C. She doesn't like the colour.

2. How much is the black wallet?

- A. \$49.95
- B. \$40.95
- C. \$44.95

4. About how much does the girl have to spend?

- A. \$5.00
- B. \$10.00
- C. \$13.00

5. What does the girl decide to buy?

- A. a black wallet
- B. a brown belt
- C. a tie

## 3rd task: Shopping

## 2. Listen to the dialogue and fill in the gaps with the words in the box below.

sale - place - black - house - getting - much - design - tie - expensive  
looking - lady - tag

**Man:** Hi young (1) \_\_\_\_\_. How may I help you?

**Girl:** Well, . . . yeah. I'm (2) \_\_\_\_\_ for a Father's Day's gift.

**Man:** Okay. How about (3) \_\_\_\_\_ your father a new wallet?

**Girl:** Hmm. How much is that wallet?

**Man:** Huh . . . which one?

**Girl:** The (4) \_\_\_\_\_ one.

**Man:** Oh. It's only \$40.95.

**Girl:** Huh? That's too (5) \_\_\_\_\_ for me. Do you have a cheaper one?

**Man:** Hmm. How about this brown leather one?

**Girl:** Umm. . . I don't think my father will like the (6) \_\_\_\_\_ on the outside, and it doesn't have a (7) \_\_\_\_\_ to put pictures. How much is it anyway?

**Man:** It's \$25.99.

**Girl:** Humm. I don't have that (8) \_\_\_\_\_ money.

**Man:** Okay. How much do you have to spend?

**Girl:** I'm not sure [money falling on the table]. Probably about ten dollars or so. I've been helping my mom around the (9) \_\_\_\_\_ for the past week to earn some money. This is all I have.

**Man:** Hmm. How about this (10) \_\_\_\_\_?

**Girl:** That's real pretty, but the price (11) \_\_\_\_\_ says \$13.99, and I know I don't have that much money.

**Man:** Well, let's just say the tie just went on (12) \_\_\_\_\_. How about \$5.00. What do you say?

**Girl:** Oh, thanks. I'll take it.

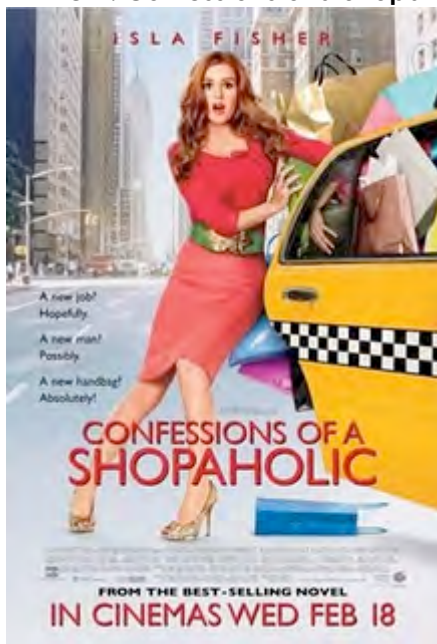
## Flower Shop

### LISTENING 2.

- **Discuss: On what occasions do people buy flowers for others (e.g., marriages, funerals, etc.)? Where can you buy flowers in your area? What types of flowers (and colours) are given for different life events?**
- **Listen to the dialogue and choose the correct answer.**
  1. Why does the man want to buy flowers for his wife?
    - A. He wants to surprise his wife for her birthday.
    - B. His wife has just received a nice job promotion.
    - C. The man didn't remember the day they got married.
  2. The florist summarizes her thoughts on men by saying that they are:
    - A. neglectful and cheap
    - B. serious and thrifty
    - C. conservative and cautious

## 3rd task: Shopping

3. Near the beginning of the conversation, what is one thing that the woman suggests the man do for his wife?
  - A. take his wife to an elegant restaurant
  - B. purchase a couple of beautiful balloons
  - C. buy twelve gorgeous roses
4. Why does the man panic when seeing his wife outside the store?
  - A. She will realize he spaced their important day.
  - B. Her finding him in the flower shop will spoil the surprise.
  - C. His wife will think he is buying the flowers for someone else.
5. What is the most plausible ending to the conversation?
  - A. The man's wife graciously accepts the dozen roses the man buys for her.
  - B. The man begs his wife to forgive him when he comes out of the shop.
  - C. The florist delivers the flowers for the man because he is embarrassed.

**VIDEO 1. Confessions of a Shopaholic.****Watch the video and answer the questions.**

- 1) What are real prices and mom prices, according to Rebecca?
- 2) What does she see when she goes window shopping?
- 3) How did she call credit cards? Why?
- 4) How does she compare her excitement of seeing a store?

**Discuss the following questions with your partner.**

1. Who prefer shopping? Men or Women? Why?
2. Do you buy unnecessary things? How do you deal with it?
3. What advice would you give Rebecca, the main character of the movie?
4. Do you know anyone like Rebecca? Tell your partner about this person.
5. What are the best places for shopping in your city?
6. Do you prefer department stores or smaller ones? Why?
7. Do you prefer malls or shopping on the streets? Why?
8. What was the last thing you bought for yourself? Why did you buy it?



**Use the following expressions**



## 3rd task: Shopping

## Giving your opinion neutrally

"I think..."  
 "I feel that..."  
 "In my opinion..."  
 "As far as I'm concerned..."  
 "As I see it..."  
 "In my view..."  
 "I tend to think that..."

## Giving a strong opinion

"I'm absolutely convinced that..."  
 "I'm sure that..."  
 "I strongly believe that..."  
 "I have no doubt that..."

## Asking someone's opinion

"What do you think?"  
 "What's your view?"  
 "How do you see the situation?"

## Agreeing in English

"I think you're right."  
 "I agree with you."

## Strong agreement

"I couldn't agree with you more."  
 "You're absolutely right."  
 "I agree entirely."  
 "I totally agree."

## Partly agreeing

"I agree with you up to a point, but..."  
 "That's quite true, but..."  
 "I agree with you in principle, but..."

## Disagreeing

"I'm not sure I agree with you."  
 "(I'm afraid) I don't agree."  
 "(I'm afraid) I disagree."  
 "(I'm afraid) I can't agree with you."  
 "(I'm afraid) I don't share your opinion."

## Other useful expressions

"Me too" / "Me neither"  
 "So do I" / "Neither do I"  
 Absolutely no / Not at all  
 Certainly / Of course / Sure / Undoubtedly /  
 Totally

## VIDEO 2. Pretty Woman

1. Watch the video.
2. Watch again and fill in the gaps.

## SCRIPT PART 1

- May I help you?  
 - I'm just checkin' things out.  
 - Are you looking for something in particular?  
 - No. Well, yeah. Something (1) \_\_\_\_\_  
 - Yes.  
 - You got nice (2) \_\_\_\_\_  
 - Thank you.  
 - How much is this?  
 - I don't think this would fit you.  
 - Well, I didn't ask if it would fit. I asked how much it was.  
 - How much is this, Marie?  
 - It's very (3) \_\_\_\_\_  
 - It's very expensive.  
 - Look, I got money to spend in here.  
 - I don't think we have anything for you.  
 - You're (4) \_\_\_\_\_ in the wrong place.  
 - Please leave.

- Hello. You must be Vivian. My name's Bridget.  
 - Yeah, hi. Barney said you'd be nice to me.  
 - He's very sweet. What are your plans while you're in town?  
 - We're gonna have dinner.  
 - Oh, don't sit on there, dear!  
 - You're gonna go out? - Dinner? - Mm-hmm.  
 - Well, you'll need a (5) \_\_\_\_\_ dress then. Come with me.

## 3rd task: Shopping

- Now, I'm sure we're gonna find something here that your (6) \_\_\_\_\_ will love.
- You're a size six, right?
- Yeah. *How'd you know that?*
- Oh, that's my job.
- *Bridg, he's not really my uncle.*
- They never are, dear.

- *People are looking at me.*
- They're not looking at you; they're looking at me.
- *The (7) \_\_\_\_\_ are not nice to people. I don't like it.*
- Stores are never nice to people; they're nice to (8) \_\_\_\_\_.
- Okay, stop fidgeting. Get rid of your gum.
- I don't believe you did that.
- Yes.
- I am Mr. Hollister, the manager. May I help you?
- Edward Lewis.
- Ah, yes, sir.
- You see this young lady over here.
- Yes.
- Anything you see here, we can do, by the way. Get ready to have some fun.
- Mary Pat, Mary Kate, Mary Francis, Tovah, let's see it!
- Come on. Bring it out, girls.
- Oh, this is absolutely divine.
- Excuse me, sir, uh,
- Yeah?
- Exactly how (9) \_\_\_\_\_ an amount of money were you talking about?
- Just profane or really offensive?
- Really (10) \_\_\_\_\_.
- I like him so much!
- Mr. Lewis, sir. Mr. Lewis, how's it going so far?
- Pretty well, I think.
- I think we need some major sucking up.
- Very well, sir. You're not only (11) \_\_\_\_\_, but a powerful man.
- I could see the second you walked in here, you were someone to (12) \_\_\_\_\_.
- Hollister.
- Yes, sir.
- Not me. Her.
- I'm sorry, sir. I'm sorry.

- Pretty woman walking down the street
- Pretty woman the kind I like to meet
- Pretty woman
- I don't believe you
- You're not the (13) \_\_\_\_\_
- No one could look as good as you Mercy!

- Edward would love that (14) \_\_\_\_\_.
- Would you give her the tie?
- The tie?
- Take off the tie. Give her the tie.
- He wants to do this, by the way.
- He would go crazy about this tie.
- Who ordered pizza?

- Pretty woman, stop a while
- Pretty woman, talk a while
- Pretty woman give your smile to me

## 3rd task: Shopping

- Pretty woman Yeah, yeah, yeah
- Pretty woman, look my way
- Pretty woman

- 
- May I help you?
  - No, thank you. Hi.
  - Hello.
  - Do you remember me?
  - No, I'm sorry.
  - I was in here yesterday. You wouldn't wait on me.
  - Oh.
  - You work on (15) \_\_\_\_\_, right?
  - Uh, yes.
  - Big mistake. Big. Huge!
  - I have to go shopping now.
  - Pretty woman don't (16) \_\_\_\_\_
  - Pretty woman don't make me cry
  - Pretty woman
  - Don't walk away, hey
  - Oh, oh, pretty woman

**VIDEO 3. Shopping in London**

Watch the video and chose the correct answer.

**1. Oxford Street is the largest shopping street\_**  
in the world.  
in Europe.  
In the UK.

**2. Oxford Street is the best place to come if you want\_**  
to meet local people.  
to buy everything in one place.  
to avoid hectic crowds and traffic.

**3. Where on Oxford Street is Selridges?**  
At the eastern end.  
In the middle.  
At the western end.

**4. Where can you find designer clothes shops?**  
Oxford Street.  
Bond Street.  
St. Christopher's place

**5. Where can you see fountains?**  
St. Christopher's place.  
Oxford Street.  
Bond Street.

**6. When was Oxford Circus designed?**  
17th century.  
19th century.  
20th century.

**7. What does Topshop claim?**  
To be the world's largest store.  
To be the world's largest fashion store.

To be Europe's largest fashion store.

**8. What can you buy at the eastern end of Oxford Street?**  
Records, souvenirs and electronic goods.  
Clothes, cars and books.  
Food, computer games and records.

**9. How many underground stations are there?**  
4  
5  
20

**10. Knightsbridge is**  
close to Hyde Park.  
Far from Hyde Park.  
in Hyde Park.

**11. When did Harrods start trading here?**  
1859  
1889  
1849

**12. How many floors does Harrods have?**  
6  
7  
8

**13. What did the owner say you can buy there?**  
Anything with a pin and an elephant.  
Anything from a pin to an elephant.  
Anything but a pin and an elephant.

3rd task: Shopping

**14. How many floors does Harvey Nichols have?**

6  
7  
8

**15. Where can you find Armani and Gucci?**

Sloane Street  
Harvey Nichols  
Harrods

**16. Camden Town is a popular destination for**

\_\_\_\_\_  
locals  
tourists  
students

**17. What does Camden offer?**

Cheap antiques.  
Variety and bargains.  
Designer products.

**18. Where are the best shops?**

In the North.  
In the West.  
In the South.

**19. How long has there been a market in**

**Borough?**

200 years  
2000 years  
1200 years

**20. How often is the food delivered?**

Every week.  
Every Day.  
Twice a day.

**21. When can the public visit?**

Thursday and Saturday.  
Friday and Sunday.  
Thursday to Saturday.

**22. Portobello Road**

is an expensive place to live.  
was an expensive place to live.  
is an expensive place to shop.

**23. The antiques are only for specialists.**

True  
False

**24. The best day to visit is Saturday.**

True.  
False.



# Let's talk about SHOPPING



## Conversation cards

Do you enjoy shopping?  
How often do you go shopping?

What's your favourite place to shop? Why?

What was the last thing you bought for someone else? Why did you buy it?

What was the last thing you bought for yourself? Where did you buy it?

Do you compare prices at different stores when you go shopping?

How important is customer service when you are shopping?

Can you name a few supermarkets? Which one do you like best? Why?

Where do you usually buy your clothes? Why?

Are brand names important to you? Why (or why not)?

Where would you go to buy toys? Why?

What's the best place to buy computers and electronics? Why?

What's the best place to buy sport clothes? Why?

Do you like to go shopping alone or with friends? Why?

Who *does the shopping* in your family?  
(= buy household items)

Small local shops or big supermarkets? Which do you prefer? Why?

Where do you buy fruit and vegetables? Why?

How do you usually pay when you buy something?

Cash, ATM card or credit card. Which is the easiest? The most dangerous? Why?

### Individual task

- Interview another student (choose 4 - 5 questions).
- Write down the answers.
- Now tell the whole class about the person you interviewed.
  - Example: Sara loves shopping. She likes to go shopping with friends. She always pays cash because she doesn't have a credit card...

# Addictions



**Compare and contrast these pictures. In your description, answer the following questions:**

- What similarities and differences can you name?
- What are the most common addictions in your country?
- When does a bad habit become an addiction?
- Who are the most likely to become addicted to alcohol/the Internet/gambling/drugs?
- Can peer pressure/family background play a role? How?
- How can you recognize an addiction? Does it have any physical/emotional/psychological symptoms?
- What can you do if you want to kick a bad habit?
- Who can you ask for help?
- Have you ever met someone with addiction problems?

## Word Bank

- a heavy/binge drinker, a chain smoker, a compulsive shopper/overeater, a couch potato, a mouse potato, a screenager, a drug abuser/addict, an addictive gambler
- alcoholic, webaholic, shopaholic, chocoholic, workaholic
- take to drinking, be/get addicted to/ hooked on sg, be dependent on sg
- break/kick a habit, overcome an addiction, give up smoking, stop gambling
- symptoms of an addiction: live in a virtual world, set unrealistic goals, be dishonest to friends/family about a bad habit, one's mind is always preoccupied with one's addiction, lose money/one's job/appetite/self-control/interest/normal social relations, lie, cheat, break rules, have low self-esteem, be depressed, have health problems, suffer from insomnia
- realize/admit one's addiction, ask for help of friends/family, family/behavioural/ group therapy, 12-step programme, get professional/medical help





# Shopping role play

## Shop assistant

## Customer

### Offering and asking



Can I help you?  
What can I do for you?  
Are you being served?  
Anything else?  
Do you need some help?  
We're having a sale on sports shoes.  
Are you looking for anything in particular?  
They're on the second shelf.

I'm looking for...  
I need...  
I'd like...  
I wonder if you could help me...?  
Have you got...?  
Do you sell...?  
Where can I buy / get / find...?  
What do you have on sale?  
Have you got brand clothes?  
Thank you, I'm just looking.  
Do you sell only own brand goods?  
What do you recommend?

### Size



What size do you take?  
What is your (shoe) size?  
Do you need a bigger / smaller one / pair?

I'm size (12).  
Does it fit me?  
It doesn't fit me.  
It's too (big, small, tight, loose...).  
It's not (big, small, tight, loose...) enough.  
Have you got this in another size?  
Do you have a bigger size?  
It fits perfectly.

### Colour



What colour would you like?  
What colour did you have in mind?  
Would another color do?

I'm looking for (blue).  
Do you have this in (blue)?  
What colours do you have?  
Do you have a lighter / darker shade?  
Have you got this in another colour?

### Problems



Sorry, we are out of (socks).  
Sorry, we don't sell (jeans).  
The (jeans) sold out yesterday.  
We don't have it in (dark blue).  
What seems to be the problem?  
Would you like to exchange it for a bigger one?  
Would you like a refund?

Does it suit me?  
It doesn't suit me.  
It's too expensive.  
I don't like it.  
I'd like a refund for this.  
Can I exchange this (skirt)?  
I bought a lemon. (something that is worthless)  
Is this made of cotton / leather / silk...?

### Trying on



Would you like to try it on?  
The changing room is over there.  
The dress suits you very well.  
The changing rooms are over there.  
Take the escalator up.

May I try this on, please?  
I would like to try it on.  
Where can I try this on, please?  
Where are the changing rooms?  
Where's the mirror?  
Can I bring this back if it doesn't fit?

### Price



That's £ 17.  
The price is on the tag.  
Look at the price tag.  
It's on discount.  
You get 20% off the price.

What's the price?  
Where's the price tag?  
It's a good bargain.  
Do I get a discount on this?  
How much is it?  
How much does it cost?  
Is this on sale?"

### Paying




Will that be all?  
That's (19 euros) altogether.  
That would be (€ 50).  
How would you like to pay? In cash or by credit card?  
You don't happen to have any change, do you?  
Here you are.  
You're welcome.  
Here's your change.  
Here's your receipt.

I'll take...  
That would be all.  
What's the price?  
Where is the cash desk?  
Where's the cashier?  
How much do I owe you?  
Where is the cash desk?  
Could I get a receipt, please?  
Could I get a (plastic) bag, please?  
(I'm afraid/ Sorry) I don't have any change.  
Do you accept credit cards?  
Can I pay in cash / by credit card?

# TOURIST INFORMATION OFFICE

## Useful phrases

<p><b>AROUND TOWN</b></p> <p>Where can I get a taxi? Excuse me, where's ...? the tourist information office the bus station the train station the police station the harbour closest farmer's market? closest hospital? Is there a ... near here? cashpoint bank supermarket hairdressers chemists / pharmacy Do you know where there's an internet café?</p> 	<p><b>EVENTS AND ACTIVITIES</b></p> <p>What are you interested in? Are there any ... on at the moment? exhibitions cultural events sporting events Are there any ...? excursions tours day trips Is there a city tour? The ... is a must-see if you are in ... Could you tell us what's on at the ...? cinema theatre concert hall opera house Can I book tickets here? Do you have any brochures on ...? local attractions Can you recommend a good restaurant?</p>
<p><b>GETTING AROUND</b></p> <p>Do you have a map of the...? city town Where's the...? city centre art gallery museum main shopping area market railway station best area to go out nearest taxi stand What's the best way of getting around the city? Where can I hire a car / bike? Let's paint the town red! Where's a good bar to pull?</p>	<p><b>FINDING ACCOMMODATION</b></p> <p>We're looking for accommodation. We need somewhere to stay. Do you have a list of...? hotels B&amp;Bs (bed and breakfasts) youth hostels campsites What sort of accommodation are you looking for? Can you book accommodation for me? Do we have to pay VAT? We travel on a shoestring budget? When in Rome, do as Romans do. We travel on a shoestring budget.</p>

### WATCH OUT!



<p>to go sightseeing to sightsee</p>	<p>foreigner /foo(r)en(r)/ There are too many <b>foreigners</b> in Madrid. Hay muchos extranjeros en Madrid.</p>	<p>abroad /abróoddd/ Have you ever lived <b>abroad</b>? ¿Alguna vez has vivido en el extranjero?</p>
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## 4th task: Tourist Information Office

# Exercises

1. Discuss with your partner where the following famous monuments are. Use the expressions in the box.

Landmarks		Country
Cervino Mountain		
Christ Redeemer		
Coliseum		
Eiffel Tower		
Machu Picchu		
Mount Fuji		
Pyramids		
Statue of Liberty		
Taj Mahal		
Tower Bridge		

I'm not sure but I think that...  
 I'm absolutely sure it's... / it's not...  
 quite sure  
 certain  
 positive  
 Well, it's possible...  
 it's impossible...  
 it might (not) be...  
 it could happen...  
 I suppose, but I wouldn't like to say for certain.  
 I'm not sure  
 I doubt it.  
 I have my own doubts.  
 it's doubtful.  
 It's highly / very unlikely.  
 Well, you never know of course,  
 no one can know for certain.  
 I can't tell you for sure.

2. Match the halves.

- |               |                    |
|---------------|--------------------|
| 1. go         | a. immigration     |
| 2. book       | b. a museum        |
| 3. board      | c. some research   |
| 4. check      | d. an arrival card |
| 5. do         | e. customs         |
| 6. visit      | f. on a trip       |
| 7. fill in    | g. local customs   |
| 8. pass       | h. into a hotel    |
| 9. go through | i. a plane         |
| 10. respect   | j. a plane ticket  |

3. Read the following dialogue and complete with the words in the box:

see – welcome - holidays – recommend – dish - information - tourist office – typical - helpful

**Maria:** Welcome at the (1) \_\_\_\_\_. My Name is Maria Krenn. How can I help you?

**Hannah:** Hi. I'm spending my (2) \_\_\_\_\_ in Vienna for the first time. I would like to see some sightseeing's and I want to know something about them. Could you please give me some (3) \_\_\_\_\_ about some attractions in Vienna?

**Maria:** The Prater was first mentioned in 1162.

**Hannah:** But what can I do there or (4) \_\_\_\_\_?

**Maria:** After you have visited the Prater you can go to the Naschmarkt.

**Hannah:** What is offered there? Would you (5) \_\_\_\_\_ it?

**Maria:** About 170 booths with fruits, vegetables, meat, herbs and so on. You can get delicious food there. And I would definitely recommend it.

**Hannah:** Where can I go if I'm hungry? I would like to eat something really (6) \_\_\_\_\_ for Austria. What is a typical Austrian (7) \_\_\_\_\_?

**Maria:** A typical Austrian dish is the APFELSTRUDEL and the Wiener Schnitzl. You can go to the Zur Goldene Glocke at Schönbrunner Strasse 8 That's in the 5<sup>th</sup> District.

**Hannah:** Thank you for your information. They were really (9) \_\_\_\_\_. Bye.

**Maria:** You're (10) \_\_\_\_\_. Bye and enjoy your stay in Vienna

## At the tourist information office

**5. LISTENING.** Listen to a tourist asking for information in a tourist information office. Then put the things he asks about in the order he asks.

1. a map
2. activities in the area
3. booking for a coach tour
4. public transport
5. the historic part of the town
6. walking distance to the historic part

**6. Listen to the dialogue and fill in the gaps with the words in the box below.**

book in advance - bus station - feel free - streets - coach tours - church - guide  
timetables - map - guided tours - on holiday - road - information - helpful

**Tourist:** Excuse me. Do you speak English?

**Woman:** Yes, of course. Can I help you?

**Tourist:** Yes, we've just arrived (1) \_\_\_\_\_ here. Have you got a (2) \_\_\_\_\_ of the town?

**Woman:** Yes. Here you are. The tourist office is just here. I'll mark it with a cross. If you walk down this street here, you get to the beach. It's about 5 minutes.

**Tourist:** Thank you. Where is the old part of the town?

**Woman:** Over here. You can see lots of narrow winding (3) \_\_\_\_\_, and there's the (4) \_\_\_\_\_.

**Tourist:** How long would it take to walk there?

**Woman:** About 10 or 15 minutes. The easiest way from here is to turn left and go straight along the (5) \_\_\_\_\_ until you reach the (6) \_\_\_\_\_, and then turn right.

**Tourist:** Is there a train station as well as a bus station?

**Woman:** Yes. The train station is here on the edge of the town. I'll just get you some (7) \_\_\_\_\_. (pause and rustling) Here you have a train timetable, and one for the buses.

**Tourist:** Thanks very much. Do you have any information about things to do in the area?

**Woman:** Yes, of course. Over there we've got (8) \_\_\_\_\_ about local attractions. And this free (9) \_\_\_\_\_ here tells you what's on this month. It has information about concerts, festivals, children's events etc.

**Tourist:** That looks very useful, thank you.

**Woman:** There are also several (10) \_\_\_\_\_ you can take from here. There's a walking tour of the old town. It takes a couple of hours and is very interesting. And then there are (11) \_\_\_\_\_. There's one which takes you round the castles in this area. I don't know if you know that this region is famous for its castles.

**Tourist:** No, I didn't. Would we need to (12) \_\_\_\_\_?

**Woman:** Yes, for the coach tour you need to book at least a day in advance, and you can do that from here. For the walking tour you just turn up outside this office at ten o'clock in the morning on Tuesday or Thursday.

**Tourist:** Right, well, thank you very much. You've been most (13) \_\_\_\_\_.

**Woman:** Not at all. I hope you enjoy your stay here and if you need to know anything else, (14) \_\_\_\_\_ to ask.

7. In late July, a group of masked men targeted an open-top tour bus, slashing its tires and scrawling graffiti onto its sides. Watch the video and discuss: are you FOR or AGAINST tourism?



FOR	AGAINST
<ol style="list-style-type: none"> <li>1. Tourism is an opportunity to discover different cultures around the world.</li> <li>2. It may be an opportunity to learn another language or to improve a language.</li> </ol>	<ol style="list-style-type: none"> <li>1. Countries are losing their individuality.</li> <li>2. Cultures and customs are disappearing.</li> </ol>

# ASKING AND GIVING DIRECTIONS

## Useful phrases

### Asking for directions:

- Can / could you tell me the way to...?
- How do I get to... ?
- Excuse me, Sir / Madam, do you know where... is located?
- Where is the ...?
- I'm looking for ...
- How do I find... ?
- I'm trying to find...
- In what direction is... ?
- Can you guide me to...?



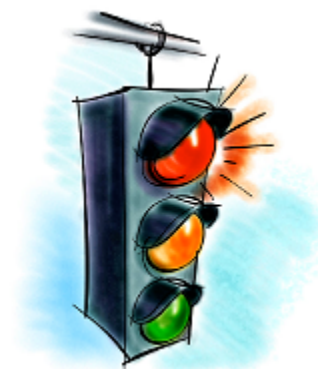
### Giving directions:

-Walk -Go	across / cross through between down over up along	the bridge the road tunnel Avenue	- To get to... - Then you go... - You turn right / left - At the corner of - At the first / second / third... turning - At the traffic lights... - Take the first left / right - Go straight on - The ... is
--------------	---------------------------------------------------------------------	--------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

- Finally you're ... / you find the ...

- |                      |                                |
|----------------------|--------------------------------|
| - post office        | - underground / metro / subway |
| - railway station    | - church                       |
| - bus station        | - river                        |
| - bus stop           | - telephone                    |
| - school             | - travel agency                |
| - restaurant         | - medical centre               |
| - grocery            | - roundabout / traffic circle  |
| - supermarket        | - disco                        |
| - bakery             | - theatre                      |
| - stadium            | - hotel                        |
| - airport            | - market                       |
| - hospital           | - cinema                       |
| - university         | - park                         |
| - bank               | - zoo                          |
| - television network | - museum                       |
| - parking lot        | - camping                      |
| - police station     | - library                      |
| - (...)              |                                |

between  
among  
near  
next to  
on the left  
on the right  
on the corner  
in the middle



**1. Watch the videos and write a short dialogue using the words and expressions on the previous page.**

**2. Listen to the conversation and choose the correct answer.**

- 1). Where does the woman want to go?
  - a. To Third Street Station
  - b. To Central Station
  - c. To the stadium
  - d. To Straight Street
- 2). How will the woman travel?
  - a. By subway
  - b. By car
  - c. By taxi
  - d. By bus
- 3). What will the woman do at Central Station?
  - a. Get off at the seventh stop
  - b. Exit by the north stairs
  - c. Reverse the process
  - d. Change routes

**3. Listen to the conversation again and fill in the gaps.**

corner - catch - right - lines - stop - transfer - stadium - terminal - west

- To get from here to the (1) \_\_\_\_\_, you need to take two different (2) \_\_\_\_\_, first the orange and then the blue. You can (3) \_\_\_\_\_ at Central Station.
- OK. I can (4) \_\_\_\_\_ the orange line at the Third Street Station just around the (5) \_\_\_\_\_, can't I?
- Yes. Take that line five stops to Central Station. From there catch the blue line, going (6) \_\_\_\_\_. Get off the blue line at the seventh (7) \_\_\_\_\_; that'll be Straight Street. Exit the (8) \_\_\_\_\_ by the north stairs, turn (9) \_\_\_\_\_, and walk one block to the stadium. To come back, just reverse the process.



# Sightseeing



## Word Bank

- tourist attractions: ancient ruins, historic/ archaeological sites, landmarks, monuments, museums, art galleries, theme parks, zoos, safari parks, nature reserves, world heritage sites, palaces, castles, stately homes, cathedrals, churches, temples, mosques
- breathtaking/picturesque view, incredible waterfall, stunning/ impressive building, huge statue, gorgeous village, amazing fountain, prehistoric art
- tour guide, audio tour/guide, multimedia electronic guide, self-guided tour
- go on a guided tour of a city, go/do sightseeing, see the sights of a city, visit places of interest, book a tour, queue at the entrance, take leaflets, pay admission charges
- take photos of statues/buildings/ people, look at the displays, follow the guide, ask questions, get to know local history, read a guide book, buy souvenirs/picture postcards at a gift shop, get tired/bored

**Compare and contrast these pictures. In your description, answer the following questions:**

- Which of these tourist attractions would you like to visit? Why?
- What do you think of the street sign below? What was the purpose of putting such a notice on the wall?
- Why is sightseeing one of the most popular tourist activities?
- Which do you prefer: guided or self-guided tours/live or audio tours? Why?
- How do you start exploring a place where you have not been before?
- Are museums/art galleries worth visiting? Why/Why not?
- Do you ever go back to the same sight? Why/Why not?





# Going on Holiday



**Compare and contrast these pictures. In your description, answer the following questions:**

- What similarities and differences can you name?
- Which of these holidays would you like to go on? Why?
- What is the most popular type of holiday in your country?
- What is the most popular season for going on holiday?
- What are the most popular holiday destinations?
- Which do you prefer: going on holiday with friends/family or alone? Why?
- How do you prepare for a holiday?
- What do you do when you are on holiday?
- What problems may there be?
- How do you feel before/during/after holiday?
- What is your dream holiday like?

## Word Bank

- types of holiday: package, individual, activity (cycling, mountain climbing, boating, canoeing), adventure, extreme (white water rafting, river trekking), sun and beach, sightseeing, backpacking, camping, home exchange, armchair, staycation, disaster tourism, eco-holiday
- make holiday plans, study a guide book, decide on your destination, book accommodation/tickets, obtain a valid passport/health certificate/travel documents, take out insurance, do the packing, travel light
- get away from your daily routine, relax, put your feet up, explore new places, make friends, get to know new cultures, practise a foreign language, take photos of sights/building/oneself, stroll through the streets, buy souvenirs
- get lost/robbed, luggage is lost at the airport, save up for a year, high prices at tourist traps, spend a fortune on sg, run out of money, problems with accommodation, car breaks down, bad weather, crowded beaches, travel agency lets you down, get exhausted, miss the comfort of your own bed





# Let's talk about TOURISM

Take nothing but photos, leave nothing but footprints.



How often do you go on holiday?  
Where have you been?

What are the most popular tourist attractions in your country?

Describe a sightseeing trip you have taken.

Which museums have you visited? Which did you enjoy most? Why?

City trip or beach holiday? Which do you prefer? Why?

What are the benefits of tourism for a country? Explain.

What are possible disadvantages of tourism for a country? Explain.

What kind of jobs are there in the tourism industry? Would like to do one?

What makes a good tour guide? Explain.

For tourists, what is the most convenient way to get around in your country?

Have you flown? Was it short or long haul? Did you suffer from jet lag?

Have you taken a long distance bus trip? How many hours were you on the bus?

Which of the 7 new world wonders do you know? Where are they located?

Which city or country would you like to visit most? Explain why.

Name some landmarks from your city or country. Describe them.

Which countries are the most popular destinations? Discuss. Do online research.

Which cities or countries have you visited? What's your top 3?

Does your country benefit from tourism? In what way?

Which places do you spend your holidays in and why?  
a caravana, a campsite, a hotel, a holiday camp, bed & breakfast, a guesthouse, a youth hostel, a flat, a self-catering cottage...

Which equipment do you take for your holidays and why?

Do you like spending your holidays in an active or passive way? What do you do?

Have you ever had an exciting adventure during your holidays? Tell the class about it.

What problems can you encounter while travelling abroad?

What are the advantages and disadvantages of hitchhiking?

## Individual task

- Interview another student (choose 4 - 5 questions).
- Write down the answers.
- Now tell the whole class about the person you interviewed.
  - Example: Pedro loves travelling...



5th task: At a restaurant

# AT A RESTAURANT

## Useful phrases

<p>A table for two, please.          I'd like to book a table for two.          There are four of us. <del>We are four.</del>          Do you have fixed-price menu?          We'd like the menu.          The menu, please.          What's on the menu?          What can you recommend?          Do you know what the specials are?          What are today's specials?          Could you tell me if it has gluten / lactose in it?          I'm afraid I suffer from gluten / lactose allergy / intolerance          Are you ready to order?          Can I take your order, sir/madam?          I'm afraid there will be about a ten or fifteen minute wait.          I'll call you when the table is ready.</p>	<p>What would you like to start with?          What would you like to drink?          Would you like some coffee?          What would you like for dessert?          I'll have .....          I'll have .....with....., please.          What about the main course?          How would you like your steak, sir?          Rare/Medium/ Well done/, please.          Would you like.....?          I think we'll have .....          I think I'd like some.....          A sandwich on a baguette          A sandwich on white bread <del>moldy bread</del>          Where's the restroom / toilet? <del>bathroom</del></p>
<p>Can we have the bill?          Is service included?          Is everything all right?          This is cold, could you heat it up a bit?          I'd like a complaint form.          May I have a doggie bag?          I'm not sure if they do take away.          I'd like a ham sandwich <u>to go</u>.          Did you enjoy your meal?          Can I pay by credit card?</p>	<p>Enjoy your meal.          No smoking.          No pets allowed.          No problem. I'll change it.          I'm very sorry. I'll send it back.          You've overcharged us.          I apologise. I'll get you a new bill.</p>

**WATCH OUT!**


menu /mèniu/ - carta fixed-price menu – menu del día	diner /dáin(r)/ - comensal dinner /dín(r)/ - cena	desert /déés(r)ttt/ - desierto dessert /desé(r)ttt/ - postre
---------------------------------------------------------	------------------------------------------------------	-----------------------------------------------------------------

## Exercises

### 1. Match the halves.

- |                        |                        |
|------------------------|------------------------|
| 1. Can I.....          | a. to drink?           |
| 2. What can.....       | b. delicious.          |
| 3. What could you..... | c. enjoy the meal?     |
| 4. A table .....       | d. have the menu?      |
| 5. Anything .....      | e. like for a dessert? |
| 6. I'd like.....       | f. else?               |
| 7. Is service .....    | g. I get you?          |
| 8. Anything .....      | h. for three, please   |
| 9. What would you..... | i. recommend?          |
| 10. Did you .....      | j. mineral water       |
| 11. It was.....        | k. included?           |



## 5th task: At a restaurant

**2. Match the questions with the answers.**

- |                                              |                                   |
|----------------------------------------------|-----------------------------------|
| 1. Good evening. Are you ready to order?.... | a. Yes. Black, please.            |
| 2. What would you like to start with?....    | b. I'll have apple pie.           |
| 3. What about the main course?...            | c. Mushrooms, please.             |
| 4. Would you like any vegetables? ....       | d. Yes, we're ready.              |
| 5. And to drink? .....                       | e. I'll have smoked salmon.       |
| 6. Would you like some dessert now?....      | f. I think we'll have beer.       |
| 7. Would you like some coffee? ....          | g. I'll have steak with potatoes. |

**3. Read the dialogue and fill in the missing words.**

credit - think - would - included - order - start - bill - table - menu - have - main - water

JOHN- Good evening. A (1) \_\_\_\_\_ for two, please

(After a while)

JOHN - We'd like to see the (2) \_\_\_\_\_

WAITER - Here you are. The soup of the day is French onion soup.

JOHN - Thanks.

(After a while)

WAITER - Are you ready to (3) \_\_\_\_\_ ?

JOHN - Yes, we're ready.

WAITER - What would you like to (4) \_\_\_\_\_ with?

MATT- All right. I'll (5) \_\_\_\_\_ smoked salmon.

JOHN - And for me onion soup, please,

WAITER - Now what about the (6) \_\_\_\_\_ course?

MATT - I'll have steak with potatoes, please.

WAITER - How would you like your steak, sir?

MATT - Rare, please.

WAITER - (7) \_\_\_\_\_ you like roast or boiled potatoes?

MATT - Roast, please. And a mixed salad.

WAITER - That's fine. And for you, sir?

JOHN - I'd like chicken with chips.

WAITER - Would you like any vegetables?

JOHN - Mushrooms, please.

WAITER - Fine. And to drink?

JOHN - I (8) \_\_\_\_\_ we'll have mineral (9) \_\_\_\_\_

WAITER - Certainly.

(After a while)

JOHN - That was delicious! I think I'd like some dessert now.

WAITER - There is vanilla and strawberry ice cream, apple pie, chocolate cake and fruit salad.

JOHN - I'll have apple pie.

MATT - And for me chocolate cake.

WAITER - OK. Apple pie and chocolate cake. Would you like some coffee?

MATT - Yes. Black, please.

WAITER - And for you, sir?

JOHN - No, thank you. Can we have the (10) \_\_\_\_\_ ?

WAITER - Of course.

JOHN - Is service (11) \_\_\_\_\_ ?

WAITER - No, it isn't.

JOHN - Can I pay by (12) \_\_\_\_\_ card?

WAITER - Yes, of course.



5th task: At a restaurant

## Pie restaurant

**LISTENING 1. Listen to the dialogue and choose the correct answer.**

**1. What does the man order?**

- A. T-bone steak
- B. chicken fried steak
- C. broiled chicken

**2. What does he eat with his meal?**

- A. fries
- B. bread
- C. rice

**3. What does he have to drink?**

- A. small juice
- B. medium juice
- C. large juice

**4. What kind of dressing does he ask for?**

- A. French
- B. Italian
- C. ranch

**5. Why is the restaurant not serving pies today?**

- A. The baker was hurt at work and can't prepare them.
- B. The oven is broken and hasn't been repaired.
- C. The restaurant has decided to only sell ice cream.

**Listen to the dialogue and fill in the gaps with the words in the box below.**

**Waiter:** Hi. Welcome to Heavenly Pies. May I <sup>(1)</sup> \_\_\_\_\_ our order?

**Man:** Uh . . . yes. I'd like the chicken fried steak.

**Waiter:** Okay. Would you like fries, bread, or rice with your <sup>(2)</sup> \_\_\_\_\_ ?

**Man:** Umm. I'll take the rice?

**Waiter:** Would you care for anything to drink?

**Man:** Yeah. I'll take a medium orange juice.

**Waiter:** I'm sorry. We <sup>(3)</sup> \_\_\_\_\_ have large or small.

**Woman:** Well, in that case, uh, I'll have a small one.

**Waiter:** Okay. A small juice. And what <sup>(4)</sup> \_\_\_\_\_ of dressing would you like with your salad. It comes with the fried steak.

## Restaurant order

**LISTENING 2. Listen to the dialogue and choose the correct answer.**

1. How many cheeseburgers does the man order?

- a. 18
- b. 48
- c. 80

2. The man is ordering food for a \_\_\_\_\_ team.

- a. basketball
- b. soccer
- c. tennis

3. The man asks for \_\_\_\_\_ orders of fries.

- a. 40
- b. 50
- c. 60

4. He also orders 40 \_\_\_\_\_ shakes.

- a. chocolate
- b. strawberry
- c. vanilla

5. The total comes to \_\_\_\_\_.

- A. \$290.13
- B. \$219.13
- C. \$290.30

## 5th task: At a restaurant

## VIDEO 1. Food in Britain.

## Select the correct answers.

- What can you buy in Borough Market?
  - food
  - clothes
  - handcrafts
- What is an English breakfast?
  - cereal
  - a fried breakfast
  - fruit
- What does 'locally sourced ingredients' mean?
  - Food that has been grown/ produced close by.
  - Food that has been bought from a local supermarket.
  - Food from different countries.
- Carmen thinks that British food has been influenced by other countries because:
  - It is not very good.
  - It is very fatty.
  - It is too healthy.
- What does it mean to live in a globalised society?
  - Your community is influenced by people and events across the world.
  - Your family lives all over the world.
  - You buy your food from the internet.
- Which of the options below is a traditional British meal?
  - fish and chips
  - Thai green curry
  - macaroni and cheese



## VIDEO 2. Ordering at a restaurant.

## Watch the video and choose the correct answer.

- What is the name of the waitress?
  - Lori
  - Torie
  - Moauri
- What kind of water did the gentleman order?
  - bottled water
  - b. regular water
  - sparkling water
- The lady would like to drink...
  - a glass of wine
  - a diet soda
  - a diet juice
- As the main course the lady chose...
  - grilled chicken and a dinner salad
  - grilled steak and a lettuce salad
  - smoked salmon and roasted potatoes
- The dressing for the salad...
  - was served on it
  - was not served
  - was served on the side



5th task: At a restaurant

6. How would the man like the steak served?
  - a. Medium
  - b. Rare
  - c. Well-done
7. Nobody wanted coffee. Is this TRUE or FALSE?
  - a. True
  - b. False. Both wanted coffee.
  - c. False. Only the lady wanted coffee.
8. The gentleman would like ... with his coffee.
  - a. sugar
  - b. some cream
  - c. jam
9. For dessert the man would like...
  - a. cheese cake
  - b. chocolate cookies
  - c. chocolate cake
10. After dessert the couple...
  - a. asked for the check
  - b. asked to check the menu
  - c. asked to go to the kitchen

### VIDEO 3. The British Pubs.

#### A. Decide which of the following statements are true or false.

- |                                                                     |      |       |
|---------------------------------------------------------------------|------|-------|
| 1. Pubs have become very popular in recent years.                   | TRUE | FALSE |
| 2. Pubs are places that people meet each other to gossip.           | TRUE | FALSE |
| 3. People can eat and drink in pubs.                                | TRUE | FALSE |
| 4. All pubs are the same in terms of refreshment and entertainment. | TRUE | FALSE |
| 5. Everyone in the UK drinks a lot of alcohol.                      | TRUE | FALSE |
| 6. There aren't any alcohol-related problems in the UK.             | TRUE | FALSE |

#### B. Select the correct answers for the following questions.

1. Where does the name 'pub' come from?
  - a. public house
  - b. public bar
  - c. People United Brewery
2. How many pubs are there in the UK?
  - a. around 5,000
  - b. around 15,000
  - c. around 50,000
3. How are pubs different from cafés?
  - a. They are bigger.
  - b. They serve alcohol.
  - c. They are more expensive.
4. Why did people drink beer instead of water?
  - a. It was cheaper.
  - b. It had fewer germs than the water.
  - c. It was colder than the water.
5. What is darts?
  - a. A game where small arrows are thrown at a round target on the wall
  - b. A running game where one player must catch other players
  - c. A card game where the winner ends up with the highest-scoring cards
6. In pubs you can buy \_\_\_\_\_.
  - a. alcoholic drinks
  - b. soft drinks
  - c. both alcoholic and soft drinks



## 5th task: At a restaurant

**VIDEO 4. How to order a round in a pub.****A. Before you watch. Match the words and phrases in the table to their definitions.**

1. buy a round	2. persistence	3. pint
4. lager	5. bitter	6. stout

- to buy drinks for a group of people
- A delicious darker beer (copper coloured), without bubbles
- not giving up, continuing to do something in a determined way
- A very dark beer (black) with a thick creamy head (layer of foam that sits on top of the beer)
- a measurement of liquid, about half a litre (568 ml)

**B. Read the following statements and decide if they are true or false.**

- |                                                             |      |       |
|-------------------------------------------------------------|------|-------|
| 1. The bar is busy because it is the end of the week.       | TRUE | FALSE |
| 2. The woman orders two pints of lager and a glass of wine. | TRUE | FALSE |
| 3. The woman is a regular visitor in the pub.               | TRUE | FALSE |
| 4. The woman also asks for some cheese and onion peanuts.   | TRUE | FALSE |
| 5. The woman pays eleven pounds.                            | TRUE | FALSE |
| 6. The man orders a pint of bitter and two pints of lager.  | TRUE | FALSE |

**VIDEO 5. Watch this segment from the film *Pretty Woman* and answer the questions.**

- What kind of restaurant is it?
- Who orders the menu?
- What's Vivian's problem?
- What does he order as a main course?
- What do they have for dessert?
- What do they finally have for dinner?
- Why are the waiters surprised?



# Picture-Based Discussion



**Compare and contrast these two pictures. In your description, answer the following questions:**

- Where do you think they are located?
- What do you think they look like from the outside/inside?
- What differences do you think there are in the service/dishes/prices/atmosphere?
- What are the waiters/waitresses like?
- What may the customers be like?
- Which restaurant would you like to choose for your birthday party? Why?
- On what occasions do you eat out?
- Are you interested in what a restaurant looks like, or do you think the food is the only thing that matters?
- Do you usually eat a speciality or do you always order the same dish?

## Word Bank

- restaurants: elegant, posh, luxury, trendy, stylish, smart, informal, local, intimate, family-owned, self-service, à la carte, vegetarian, seafood, fast food, licensed, unlicensed
- a wide range of dishes, freshly-cooked meals, good-sized portion, menu, wine list, rapid and polite service, friendly atmosphere, soft background music, moderate prices, book a table for two
- stained tablecloth, cracked glass or plate, blunt knife, slow and impolite service, overcooked meal, underdone meat, overcharge customers
- dine out, be a regular customer, signal to the waiter, choose from the menu, give an order to the waiter, bring another serving, help yourself from the dish
- make it out separately, foot the bill, give a tip to the waiter
- dining etiquette, ask for a doggie bag



# Picture-Based Discussion



**Compare and contrast these two pictures. In your description, answer the following questions:**

- Which food do you find more appetizing?
- Which one contains more vitamins and nutriment?
- Which one seems to be richer in calories?
- What differences are there between the ways you eat a full lunch/dinner and fast food?
- What are your eating habits like?
- How fast do you have your meals?
- Have you ever made your own meal?
- Have you ever considered becoming a vegetarian/vegan? Why/Why not?
- Why is health-consciousness an important issue?

## Word Bank

- food: fine, tasty, delicious, well-prepared, excellent, yummy, exotic, gourmet, vegetarian,
- basic, everyday, sufficient, adequate, reasonable, home-made, nutritious, nourishing, quality, freshly made, natural, organic, diet, low-fat, full-fat
- rich in calories, fatty, GM (genetically modified), junk
- cheap, rotten, disgusting, yucky
- the milk has gone off, the meat is burnt, the meat is underdone, the bread is stale, the tin is past its shelf-life
- ethnic cooking, international cuisine, home cooking, convenience food
- eat well, sensibly, healthily, properly, be hungry, starving, as hungry as a wolf, have a good appetite, hearty appetite, poor appetite, small appetite, no appetite at all, lose appetite, satisfy one's appetite
- have a meal, a bite, a snack, chew, swallow, gulp down food quickly





## Sample Conversation: Ordering Food at a Restaurant

Waiter: Welcome to Antico's. Here are your menus. Today's special is grilled salmon. I'll be back to take your order in a minute.

...

Waiter: Are you ready to order?

Customer 1: *I'd like* the seafood spaghetti.

Waiter: And you?

Customer 2: *I'll have* a hamburger and fries.

Waiter: Would you like anything to drink?

Customer 1: I'll have a coke, please.

Waiter: And for you?

Customer 2: Just water, please.

Waiter: OK. So that's one seafood spaghetti, one hamburger and fries, one coke, and one water. I'll take your menus.

...

Waiter: Here is your food. Enjoy your meal.

...

Waiter: How was everything?

Customers 2: Delicious, thanks.

Waiter: Would you like anything for dessert?

Customer 1: No, just the bill please.

## Restaurant Role-play Waiter Sheet

You are a waiter in a restaurant. When people sit down at your table, give them some menus and take their orders:

Name	Food	Drink	Complaints	Comments

- (1) Welcome.
- (2) Give Menus.
- (3) Tell the guests the special of the day.
- (4) Give them some time to look at the menu.
- (5) Take their orders.
- (6) Confirm their orders.
- (7) Ask how the meal was and if they want dessert.



# STARTING UNIVERSITY: RENTING A FLAT

## Useful phrases

<p><b>AT THE ACCOMODATION AGENCY</b></p> <p>I'm looking for a 2-bedroom flat.          I'm calling for the apartment for rent on Main Street. Is it still available?          The flat is fully furnished. Are mattresses included?          How much is the rent?          Are bills included?          Is the kitchen fitted with ...?          Is there a bulletin where I can see rental announcements? Does the landlord/landlady accept cheques?          This room is very dark and small.          Is this street very busy in the rush hour? Is there a bus stop nearby?          I'd like to negotiate the rent          The appliances are old and the kitchen looks dirty.          I'm afraid the water heater is not working. Can you fix it please?          You have to leave a one-month's deposit, plus a fee for the agency.</p>	<p><b>DOMESTIC CHORES</b></p> <p><i>Every flatmate must help with the different domestic duties:</i></p> <ul style="list-style-type: none"> <li>• do the washing-up,</li> <li>• do the cooking,</li> <li>• do the dishes,</li> <li>• do the cleaning,</li> <li>• clean the toilets</li> <li>• vacuum the carpets (BrE Hoover the carpets), line the clothes,</li> <li>• take out the bin/garbage,</li> <li>• make the beds</li> <li>• take phone calls for other flatmates.</li> </ul> <p><i>Frequency:</i></p> <p>Every day          Every other Tuesday (the bin) Once a month...</p>
<p><b>THE IDEAL FLATMATE</b></p> <p>responsible, single, young, over 25, mature, animal-lover, non- smoker, hard-working, team-work skilled, party-goer, early- riser, night-bird, flexible, open-minded, talkative, serious...</p>	<p><b>HOUSEHOLD APPLIANCES</b></p> <p>central heating, gas cooker, oven, microwave, fridge, washing- machine, TV, DVD player, central heating, electric heater, Internet access.</p>

## Exercises

**1. WRITING A SHORT AD FOR A NEW FLATMATE.** You've got an empty room in your flat. Write a short ad for your university notice board. Don't forget to include: location, description of the room, main appliances, your ideal flatmate, and contact details.

<p style="text-align: center;"><b>FLATMATE WANTED</b></p> <p>.....</p>
------------------------------------------------------------------------

## 6th task: Starting university – renting a flat

**2. Match the following questions with the answers.**

Answers: 1 ... , 2 ... , 3 ... , 4 ... , 5 ... , 6 ... , 7 ... , 8 ... , 9 ... , 10 ... , 11 ... , 12 ... , 13 ...

1. Are pets allowed?	A. Water bills are included in the rent, but you will have to pay for the rest.
2. Is smoking allowed?	B. I'm working at a clothes shop.
3. Are bills included? Gas, electricity, heating...	C. I go to discos at the weekends, but I'm responsible and sensible. I'm not noisy.
4. What do you do for a living?	D. You can receive guests, but they cannot stay overnight.
5. Are you a student?	E. We take turns to clean the bathroom, toilet and kitchen. Everyone must do their own room and their own cooking. Oh! You should also take care of the garbage once a week.
6. Do you like partying or clubbing?	F. We've got a microwave, a big fridge, a TV and a DVD player, satellite TV and a dishwasher. We don't have a washing-machine. (There's a launderette round the corner)
7. Are parties allowed at the flat?	G. The rent is £330 for the room. There's a deposit of a month's rent.
8. Can I receive visits?	H. No, I'm sorry, animals are not welcome here.
9. How is the housework divided?	I. You can have parties, but make sure to tell your flatmates in advance, and respect the neighbourhood.
10. What electric appliances are there in the flat?	J. The rent should be paid no later than the 5 <sup>th</sup> of each month.
11. How much is the rent?	K. You must pay cash. The landlord will come round when it is due.
12. On which day is the rent due?	L. Yes, I am. I'm taking a degree in journalism.
13. How should I pay the rent: cash, bank transfer or direct debit?	M. This is a non-smoking flat.

**3. Fill in the gaps and complete the conversation.**

housemates / manage / come in / bills / washing-machine / toilet / nearby / overnight / contact / kingsize

A. Hi, I'm Alicia, I'm interested in the room you have to let.

Nice to meet you Alicia, I'm Trisha. Would you like to (1) \_\_\_\_\_ and have a look?

A. Yes, I think so.

Please follow me upstairs. I'll show you your room first.

So this is your room. It is very big, it has a (2) \_\_\_\_\_ bed, and the window looks onto the back garden.

A. I see, it's very calm. Perfect. The wardrobe is big! Can I use these blankets?

Yes, they come with the room. And look, the room also has its own bathroom, here. Everything is new.

A. No (3) \_\_\_\_\_ though.

No, we will have to share the toilet.

A. How many (4) \_\_\_\_\_ are there?

We are four, including you if you stay with us. Three girls and John, the only boy.

A. Are you party-lovers?

## 6th task: Starting university – renting a flat

Mmmm, we sometimes have a party at home, but we ask the host to tell the rest the housemates at least one week in advance, and never during the examination period.

A. It looks fine. One more question: my boyfriend will come to see me every now and then. Can he stay (5) \_\_\_\_\_?

No problem with that.

Now, please follow me: this is John's room, this door opens onto my room, and this is Jane's room. The toilet is at the end of the corridor.

(they climb down the stairs)

Now, downstairs there is the front room, oh! This is Jane. We've got satellite TV and a DVD player. You can use my films if you like.

A. Do you have dinner here or at the kitchen?

Oh, the kitchen is very small, you'll see. So we all have dinner here, but don't worry, we have different schedules.

OK, let's see the kitchen now: here it is. As you can see, there's full of light in the house. Now: the kitchen is very simple: there is a gas cooker, a gas oven, a (6) \_\_\_\_\_ and a fridge.

A. Oh, the fridge looks very small! Can I open the freezer?

Go ahead.

A. How do you (7) \_\_\_\_\_ to place your food here?

Every housemate's got a shelf: I'm afraid you'll have to buy less food and do the shopping more often.

A. I see... And there isn't a dishwasher, is there?

Nope: no dishwasher either...

A. Where are the plates and things?

Right: plates and mugs are here on the shelf, cutlery's here [opens a drawer] and pots and pans are down here.

A. Very well. Is there a bus stop to town (8) \_\_\_\_\_?

Sure: it is opposite the postbox.

A. And, the price is £250 for the room.

Are (9) \_\_\_\_\_ included?

Everything is included: gas, electricity, water and heating, except the telephone and the TV. So, what do you think, do you like it?

A. Well, I quite like the room, but I don't like doing the dishes, and the fridge is small... I'll have to think it over. When could I move in?

As soon as you think it over.

A. One final question: are there any supermarkets near the house?

Sure there is the Tesco at the end of the street, and a Pakistani newsagent which is always open.

A. Well, thanks a lot: I'll let you know as soon as possible, can I have a (10) \_\_\_\_\_ number please?

...

#### 4. LISTENING. Listen to the conversation and answer the questions.

### Arranging a visit to an apartment to let.

1. Who answers the phone?
2. What's the purpose of the call?
3. What time are they meeting? Where are they meeting?
4. Should the tenant bring any document?



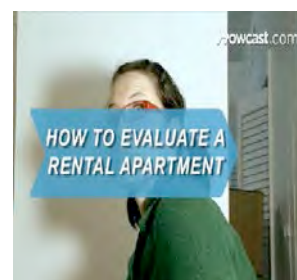
**Important words: tenant, landlord / landlady / Accommodation Agency / Real Estate agent**

**5. LISTENING. Listen to the following conversation and tick the correct answer.****Asking for information on the phone**

1	How far is the house from the centre of Cardiff?	3 miles	5 miles	6 miles
2	Are there any shops nearby?	Yes, on the	No, there are no	Yes, at a 5-minute bus
3	How many rooms are there downstairs?	3 rooms	4 rooms	2 rooms
4	How many bedrooms are there in the	4 bedrooms	3 bedrooms	2 bedrooms
5	Is the kitchen furnished?	Yes, it is.	No, it isn't	--
6	Does the kitchen have a dishwasher?	Yes, it does.	No, it doesn't.	--
7	How much is the rent?	£160	£150	£170
8	When are they meeting?	Tomorrow at 5	Today at 7	Tomorrow at 7

**6. VIDEO. DOES YOUR NEW FLAT COME WITH A HIDDEN SURPRISE? Sometimes the flat of your dreams turns out to be the flat from Hell. Watch the video and answer to the following questions:**

- Who should accompany you on your visit to the flat?
- Why should you be observant to details in the flat's neighbourhood?
- Why is the weekend the best moment to visit the flat?
- What are the different safety devices that you can see in the video?
- What should you do in order to check that water pressure is good?
- How much is the average American rent for a flat?

**7. VIDEO. Watch the following scene excerpted from "The Spanish Apartment".**

"The Spanish Apartment" is a 2002 French film directed and written by Cédric Klapisch. It is about Xavier (Romain Duris), an economics graduate student studying for a year in Barcelona, Spain as part of the Erasmus programme, where he meets and learns from a group of students who hail from all over Western Europe. This film is a cult movie for Erasmus students.

**Answer the following questions:**

- A flatmate enters the room of another flatmate who is doing something. What is he doing?
- Who is the English guy looking for?
- What nationality is the flatmate who is sitting in his room?
- The English guy establishes a comparison between two countries. Explain the comparison.
- Why is the room owner angry? Why does he want the English boy out of his room?
- Do you think there is a relationship between the English boy and the girl? Explain your answer



# Compatible Roommates

When trying to find a compatible roommate, what qualities are the most important for you? Circle the qualities of your ideal roommate. Finally, in groups, rank them below. (1 being the most important and 12 being least important).



_____	<b>clean and tidy</b>		<b>messy (is a slob)</b>
_____	<b>good cook</b>		<b>can't cook</b>
_____	<b>outgoing</b>		<b>shy</b>
_____	<b>easygoing</b>		<b>argumentative/high strung</b>
_____	<b>boring</b>		<b>humorous, interesting</b>
_____	<b>smoker</b>		<b>non-smoker</b>
_____	<b>heavy drinker</b>	<b>social drinker</b>	<b>non-drinker</b>
_____	<b>friendly</b>		<b>grumpy/mean</b>
_____	<b>quiet</b>		<b>noisy</b>
_____	<b>considerate</b>		<b>selfish</b>
_____	<b>has a car</b>		<b>doesn't have a car</b>
_____	<b>broke</b>		<b>has enough money</b>

How are you as a roommate? How many of the above ideal qualities do you have?

In your group, find out who is the most compatible roommate for you:

## Students With Friends Who Need Housing

Your friend Susan is looking for a place to live.

### Facts about Susan

She is an outgoing person who likes to party. And so she can be quite noisy, especially on the weekends. She is a heavy drinker but she doesn't smoke. She has a dog. She has a job so she has lots of money.

### Concerns (Questions to Ask)

- (1) Are pets ok? (She has a dog)
- (2) Are the other roommates friendly outgoing people? (Her last roommate was a bore so she moved out).
- (3) Does anybody smoke? (She's allergic to cigarette smoke).
- (4) How much is the rent?
- (5) How far is the apartment from the school?

Your friend Bill is looking for a place to live.

### Facts about Bill

He is easygoing and gets along well with other people. He is a bit lazy and somewhat messy. He plays in a band so he often practices the drums at home. He doesn't smoke. He is a social drinker. He's a little broke so he wants to find a place with cheap rent.

### Concerns (Questions to Ask)

- (1) Will it be Ok if he practices the drums from time to time? (He plays in a band).
- (2) Are there any cats or dogs at the apartment? (He's allergic to animal hair)
- (3) How much is the rent?
- (4) How far is the apartment from the school?
- (5) Are the other roommates easy to get along with?

Your friend Brenda is looking for a place to live.

### Facts about Brenda

She is a med student so she studies very hard. She has a scholarship so she has no problems with money. She doesn't drink. She doesn't smoke. She has a cat. She is very tidy.

### Concerns (Questions to Ask)

- (1) Is it a quiet house? She's a med student so she needs to study hard.
- (2) How much is the rent?
- (3) Does anybody smoke? (She's allergic to cigarette smoke).
- (4) How far is the apartment from the school?
- (5) Are pets ok? (She has a cat)

Your friend John is looking for a place to live.

### Facts about John

He is very shy, so he doesn't have many friends or go out a lot. He is clean. He is quiet. He smokes, but he rarely drinks. He has a job so he has lots of money.

### Concerns (Questions to Ask)

- (1) Is smoking allowed in the house?
- (2) How much is the rent?
- (3) Are there any cats or dogs at the apartment? (He's allergic to animal hair)
- (4) Is the apartment clean? (He is a bit of a neat freak).
- (5) How far is the apartment from the school?

## Students With Friends Who Need Housing

Your friend Jane is looking for a place to live.

### Facts about Jane

Jane is a hardworking student who likes to 'let loose' on the weekends. She's very clean. She doesn't smoke and only drinks a little on weekends. Her parents are rich so she has no money problems.

### Concerns (Questions to Ask)

- (1) How much is the rent?
- (2) How far is the apartment from the school?
- (3) Are there any cats or dogs at the apartment? (She's allergic to animal hair)
- (4) Is the apartment clean? (She's a bit of a neat freak).
- (5) Is the place quiet during the week?

Your friend Mike is looking for a place to live.

### Facts about Mike

Mike is a very shy guy working on his doctorate. His family is very wealthy. He is quiet and doesn't smoke or drink. He's a bit of a slob though.

### Concerns (Questions to Ask)

- (1) How much is the rent?
- (2) How far is the apartment from the school?
- (3) Does anybody smoke? (He's allergic to cigarette smoke).
- (4) Are there any cats or dogs at the apartment? (He's allergic to animal hair)
- (5) Is the place quiet? (He is working on his PhD so he needs a quiet place to live and study)

Your friend Christy is looking for a place to live.

### Facts about Christy

Christy is an outgoing person who smokes a lot and is a heavy drinker, but she is very tidy. She is a little broke since she just got fired from her job.

### Concerns (Questions to Ask)

- (1) How much is the rent?
- (2) How far is the apartment from the school?
- (3) Are there any cats or dogs at the apartment? (She's allergic to animal hair)
- (4) Is smoking OK? (She is a smoker).
- (5) Are the other roommates friendly outgoing people? (Her last roommate was so boring she couldn't stand it).

Your friend Jeremy is looking for a place to live.

### Facts about Jeremy

Jeremy is a professional musician who is doing his masters degree at the university. He is easygoing but a little messy. He has a scholarship so money is not a problem for him.



### Concerns (Questions to Ask)

- (1) How much is the rent?
- (2) How far is the apartment from the school?
- (3) Does anybody smoke? (He's allergic to cigarette smoke).
- (4) Is it OK if he practices his trumpet? (He's a musician).
- (5) Are the other roommates easygoing? (He would prefer to live with some sociable, easygoing people)

# JOB INTERVIEW

This unit will come in handy when the moment arrives to start looking for a job. This might be this year! What you will learn will also be useful to get a scholarship at university, which would take you to distant prestigious universities across the world.

## Useful phrases

VOCABULARY	
CV (BrE) Resumé (AmE) – referee – previous work experience – job offer – application form – credentials (qualifications) – academic background – university (BrE) college (AmE)	
<b>MAKING A JOB APPLICATION</b> I saw your advert in the paper Could I have an application form? Could you send me an application form? I'm interested in this position. I'd like to apply for this position.	<b>ASKING ABOUT THE JOB</b> Is this a temporary or a permanent position? What are the hours of work? Will I have to work shifts? Will I get travelling expenses? Will I get paid for overtime? Will I be paid weekly or monthly? Is there...? a company car? a staff restaurant a pension scheme free medical insurance I'd like to take the job. When do you want me to start?
<b>THINGS YOU MIGHT HEAR</b> We'd like to invite you for an interview Have you got any experience? Have you got any qualifications? We need someone with experience / qualifications. What qualifications have you got? Have you got a current driving license? There's a three month trial period. We'll need to take up references.	
<b>EXPLAINING WHY YOU WANT THIS JOB</b> I want to further my career in sales/marketing Because it's in line with my qualifications I want to take on more responsibility I want to pursue a career in...	<b>LANGUAGE SKILLS</b> I have effective communication <b>skills</b> in English – both verbally and in writing. I've been speaking English for the last ... years. My English is competent for this industry.
<b>DESCRIBING YOUR PROFILE</b> I'm a wide profile sales / marketing / customer support professional I perform well under pressure I'm used to working in a busy environment Customer-oriented Meeting targets Handle stress easily Team player Can-do attitude Drive to succeed Eager to learn Good at multitasking I have a natural ability to I possess excellent ... skills I'm a problem solver I have ... years' experience in the field Are you currently working? Currently I'm between jobs.	
	<b>WHAT SETS YOU APART FROM OTHER CANDIDATES</b> What sets me apart from other candidates is... ...is what makes me the best candidate for this position. I take pride in my work. I'm very attentive to detail. I'm good at resolving problem situations.
	<b>DESCRIBING YOUR EDUCATIONAL BACKGROUND</b> I graduated from ... University (College) in ... I majored in... I enrolled for a... degree in... I obtained my ... degree I'm an individual with a solid educational background I have been engaged in extensive extra-curricular activities.

## 7th task: Job interview

<p><b>ACTIONS: ABC of POSITIVE VERBS TO SELL YOURSELF</b></p> <p>accomplish – adapt – assist – build - carry out collaborate – conduct – encourage - facilitate handle – head – implement – initiate - lead manage – organise - present – redesign - review revise – supervise – train - work</p> <p><b>OTHER VERBS</b></p> <p>shake hands - dress up – attend - graduate in / take a degree in - I work as a ...</p>	<p><b>HOW WOULD YOU DESCRIBE YOURSELF? ABC OF ADJECTIVES</b></p> <p>active – adaptable - broad minded - competent creative – dependable – determined - efficient enthusiastic - experienced (in) – fair - innovative loyal - mature – objective - outgoing - positive reliable – resourceful - self disciplined - trustworthy</p>
<p><b>WHAT THE INTERVIEWER MIGHT SAY</b></p> <p>Thanks for coming When could you start? What skills have you got that would help you in this job? Do you work well in a team? Tell us about yourself What is your greatest weakness? Can you tell us about your previous work experience? We'd like to ask you a few questions Why do you want this job? You'll get 10,50 per hour and work Wednesdays to Sundays. We'll be in touch.</p>	<p><b>WHAT THE INTERVIEWEE MIGHT SAY</b></p> <p>My last job was at a restaurant, but, before that, I worked as a technician at ... I'm very organised and always on time. I've got a certificate in... I would like to work with you as this is an excellent company to work for: it excels in many fields such as... and I think I can contribute to foster its reputation by ...(-ing). On top of that, I like... If you ask me, I think I am a bit... However, I'm working to turn it into an asset by.. I could start straight away. / I would need a couple of weeks to make arrangements and find accommodation. How much would I get paid? I've got a food safety certificate. I did a basic accountancy vocational training course I was employed by SEAT</p>

**WATCH OUT!**

<p><b>Work</b></p> <p><b>Work</b> significa <i>trabajo</i> cuando se refiere a <u>las tareas</u> en las que consiste el trabajo o <u>el lugar</u> donde se trabaja. <b>Work</b> es incontable así que nunca se dice <b>a work</b> <u>Ejemplos:</u> <b>I have a lot of work at the moment so I'm very busy.</b></p>	<p><b>Job</b></p> <p><b>Job</b> significa <i>trabajo</i> en el sentido de <u>puesto de trabajo</u> o <u>empleo</u>, por ejemplo: <b>David finally got a new job last week.</b> <b>Job</b> también se utiliza para referirse a <u>un trabajo</u> o <u>proyecto específico y puntual</u>, por ejemplo: <b>The CH building was a very big job.</b></p>
<p><b>Degree</b></p> <p>"Career" se utiliza habitualmente para hablar de un <u>trabajo</u> o una <u>profesión</u>: He began his <b>career</b> as a doctor. También puedes decir: "I don't have a <b>career</b> yet. I'm still a student."</p>	<p><b>Career</b></p> <p>"Degree" se utiliza para hablar de <u>estudios</u>: I studied 5 years for my <b>degree</b>. My <b>degree</b> is in physics, etc..</p>

# Exercises

## 1. Watch the video "A JOB APPLICATION"

### A. Fill in the gaps:

A few weeks ago, I saw an **(1)** \_\_\_\_\_ in a newspaper for a job I really wanted. I **(2)** \_\_\_\_\_ the application form, wrote my **(3)** \_\_\_\_\_ and sent everything off in the post. A few days later I received an email to invite me for an interview. I was so excited, but very **(4)** \_\_\_\_\_.

I wanted to look really smart for the interview. I wore a smart **(5)** \_\_\_\_\_ with a white shirt and my shiny, red shoes. I wanted to make a good impression. At the interview they asked me lots of questions. They asked me about my **(6)** \_\_\_\_\_ and skills that I've got for the job. I also had to fill out some paperwork. I was **(7)** \_\_\_\_\_ so I think it went well. **(8)** \_\_\_\_\_, the interviewers shook my hand and said, "We'll **(9)** \_\_\_\_\_." I am looking forward to hearing from them!



### B. Complete the table below with words and phrases from exercise 1.

	WORDS AND PHRASES WITH THE SAME MEANING
1. next	
2. ready for the situation	
3. jacket and trousers / skirt	
4. worried	
5. contact you	
6. past jobs	
7. completed	
8. a notice/ announcement	
9. Curriculum Vitae	

## 2. Watch the video: "You are hired!"

### A. BEFORE YOU WATCH

Match the words and phrases in the table to their definitions.

1. picky	2. pull something off	3. temperament	4. challenging
5. rewarding	6. move on	7. voluntary work	8. carbon footprint
9. current position	10. ethically sourced	11. technicalities	12. diversify

## 7th task: Job interview

**Definitions:**

- a. work that is done without being paid, often for charity organisations
- b. having inflexible likes and dislikes and, therefore, being hard to please or satisfy
- c. providing somebody with personal satisfaction or great pleasure
- d. demanding physical or psychological effort of a stimulating kind
- e. one's current job
- f. leave a job of your own choice
- g. a prevailing or dominant quality of mind that characterizes somebody
- h. to become more varied, or make something more varied
- i. details in a contract which are of a technical nature
- j. to achieve something impressive, particularly through a combination of skill and luck
- k. a measure of the amount of carbon dioxide produced by a person, organisation or state in a given time
- l. products which are from companies with socially desirable characteristics such as fair employment practices or environmentally sound operational policies

**WHILE YOU WATCH**

**Tick the questions you hear in the interview.**

1. Why do you want to work for us?
2. Can you tell us a little bit about your current position?
3. Give us an example of a time when you did not meet your goals or objectives?
4. Give us an example of a situation where you faced conflict or difficult communication problems and how did you deal with it?
5. Where do you see yourself in 5 years time?
6. Can you give us an example of when you had to deal with a particularly difficult managee?
7. Any plans to learn other languages?
8. What would your current manager say are your strengths?
9. What do you think are your weaknesses?
10. Why should we give you the job?
11. Do you prefer working in a team or on your own?
12. Do you have any questions for us?

**AFTER YOU WATCH**

**Read the following statements and decide if they are true or false.**

1. Sarah works at a school for children with learning difficulties.
2. Sarah wants to get a new job because her current position is not challenging.
3. Sarah had a problem with one of her managees.
4. Sarah used to live abroad.
5. Sarah won a scholarship to go to university in India.
6. Sarah is interested in environmental issues.



## 7th task: Job interview

**3. Complete the job interview conversation. Write the interviewer's questions in the correct places.**

Interviewer: Good afternoon, nice to meet you.

Interviewee: Hello. Nice to meet you, too.

Interviewer: .....

Interviewee: Ok, great. I'll do my best to answer them.

Interviewer: .....

Interviewee: Yes, of course. I am unemployed at the moment, but my last job was at a supermarket. I worked there for 18 months. Before that, I worked as a cleaner at a school.

Interviewer: .....

Interviewee: I'm very organised and always on time. I have good people skills and I am polite. I can cook and I have a certificate in food safety.

Interviewer: .....

Interviewee: I would like the job because this is a good organisation to work for. I like meeting people and talking to customers. Also, I can work at lunch times and in the evenings – the hours are good for me.

Interviewer: .....

Interviewee: Yes. I like working together with other people.

Interviewer: .....

Interviewee: Straight away!

Interviewer: .....

Interviewee: Yes. How much will I get paid per hour? Which days will I have to work?

Interviewer: .....

Interviewee: Thank you very much. I look forward to hearing from you.

Interviewer: .....

**4. Video: AN INVITATION FOR AN INTERVIEW**

## 7th task: Job interview

**A. Listen to the conversation and decide whether the following statements are TRUE or FALSE**

1. She emailed her application form and CV.	FALSE. She sent everything in the post.
2. She got a telephone call to invite her for an interview.	
3. She wanted to look clean, tidy and stylish for the interview.	
4. She wanted the people at the interview to have a good opinion of her.	
5. They asked her about the things she can do well.	
6. She had to do some writing (e.g. forms) at the interview.	
7. She is not excited about hearing from the interviewers in the future.	

**B. Listen again and complete the transcript of the video with the words in the box (there are more words than needed)**

CV - advert - advice - afterwards - filled in - filled out - in touch - nervous - previous talk  
experience - previous work experience - suit - ill-prepared - well-prepared

A few weeks ago, I saw an 1.....in a newspaper for a job I really wanted. I 2.....the application form, wrote my 3.....and sent everything off in the post. A few days later I received an email to invite me for an interview. I was so excited, but very 4..... I wanted to look really smart for the interview. I wore a smart 5.....with a white shirt and my shiny, red shoes. I wanted to make a good impression. At the interview they asked me lots of questions. They asked me about my 6.....and skills that I've got for the job. I also had to fill out some paperwork. I was 7....., so I think it went well. 8....., the interviewers shook my hand and said, "We'll be 9..... ." I am looking forward to hearing from them!

**5. Complete the table below with words and phrases from the previous exercise which mean roughly the same as:**

1. next	a few days later
2. ready for the situation	
3. jacket and trousers/ skirt	
4. worried	
5. contact you	
6. past jobs	
7. completed	
8. a notice/ announcement	
9. Curriculum Vitae	

**6. Video: FOUR TIPS TO ANSWER THE QUESTION “TELL ME ABOUT YOURSELF” IN A GREAT WAY.****A. Watch the video and decide whether the following statements are True or False**

It is important to tell about your favourite colour.	False
Your family life is important to your employer.	
You only need to prepare qualifications, training and skills relevant to the job.	
Never talk about other jobs, except if they relate to this job.	
Chronological order is not important.	
The woman who answers to this question used to work as a doctor.	

**B. Role- play. How good are you at selling yourself to a prospective employer? Work in pairs.**

A: You are the interviewer: ask the candidate the following questions:

“What is your previous work experience?” and “How would you describe yourself?”

B: Use ABC of good verbs to sell yourself and ABC of adjectives.

**7. BE CAREFUL: “WHAT IS YOUR GREATEST WEAKNESS?” IS A TRAP QUESTION!!!****A. Watch the following video and answer the questions:**

1. Why isn't “I don't have any weaknesses” a good answer for this question?
2. Why is this question important to an employer?
3. What is the candidate's biggest weakness?
4. Is turning a strength into a weakness a good idea? Why/why not?
5. What does PAR stand for?
6. Can a candidate speak of a weakness using the past simple?



## 7th task: Job interview

**B. Role-play**

- What is your biggest weakness?
- You are applying for one of these three jobs: Shop assistant at Zara, Accountant manager for Renault branch in Zaragoza, Secondary school Teacher in Marbella.
- Adapt your answers to the different job requirements and use the PAR model that you were presented with while watching the video.

YOUR NOTES HERE:

**8. DO'S AND DON'TS AT A JOB INTERVIEW.**

Watch Now: 5 Job Interview Dos &amp; Don'ts



After watching the video, how many DO's and DON'Ts do you remember? Write them below. Discuss your questions: do you agree with them?

AT A JOB INTERVIEW	
DO'S	DON'TS

## Resource A – A job interview

<p><b>Interviewee:</b></p> <p><b>Previous work experience:</b></p> <ul style="list-style-type: none"> <li>• owned a restaurant</li> <li>• worked in a local cafe</li> </ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• organised</li> <li>• food safety certificate</li> </ul> <p><b>Other information:</b></p> <ul style="list-style-type: none"> <li>• love cooking good food</li> <li>• can work any days/ hours</li> </ul>	<p><b>Interviewer:</b></p> <p><b>You need a: Chef</b></p> <p><b>Important skills:</b></p> <ul style="list-style-type: none"> <li>• good at cooking,</li> <li>• organised</li> <li>• good team leader</li> </ul> <p><b>Other information:</b></p> <ul style="list-style-type: none"> <li>• must be clean and smart</li> </ul> <p><b>Hours:</b> 11am – 9pm, Tuesday – Saturday</p> <p><b>Salary:</b> £15 per hour</p>
<p><b>Interviewee:</b></p> <p><b>Previous work experience:</b></p> <ul style="list-style-type: none"> <li>• 2 years as a teacher of young children</li> </ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• organised, calm, friendly, teaching qualifications</li> </ul> <p><b>Other information:</b></p> <ul style="list-style-type: none"> <li>• Love working with children</li> <li>• fluent speaker of German</li> <li>• need to give 2 weeks' notice (minimum) to current employer</li> </ul>	<p><b>Interviewer:</b></p> <p><b>You need a: Primary school teacher</b></p> <p><b>Important skills:</b></p> <ul style="list-style-type: none"> <li>• like working with children</li> <li>• organised</li> <li>• can speak a foreign language</li> </ul> <p><b>Other information:</b></p> <ul style="list-style-type: none"> <li>• job starts next month</li> </ul> <p><b>Hours:</b> 8.30am - 4.30pm Monday – Friday</p> <p><b>Salary:</b> £22,500 per annum</p>

## Resource A – A job interview

<p><b>Interviewee:</b></p> <p><b>Previous work experience:</b></p> <ul style="list-style-type: none"> <li>• secretary for 3 years</li> <li>• receptionist at a hotel for 2 years</li> </ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• very organised</li> <li>• good with computers</li> </ul> <p><b>Other information:</b></p> <ul style="list-style-type: none"> <li>• likes meeting new people</li> <li>• unemployed and need to get a job now</li> </ul>	<p><b>Interviewer:</b></p> <p><b>You need a: Receptionist</b></p> <p><b>Important skills:</b></p> <ul style="list-style-type: none"> <li>• good people skills</li> <li>• very organised</li> <li>• computer-literate</li> </ul> <p><b>Other:</b></p> <ul style="list-style-type: none"> <li>• must be able to start straight away</li> </ul> <p><b>Hours:</b></p> <p>8.30am - 4.30pm Monday – Friday</p> <p><b>Salary:</b> £17,500 per annum</p>
<p><b>Interviewee:</b></p> <p><b>Previous work experience:</b></p> <ul style="list-style-type: none"> <li>• shop assistant at a department store for 3 years</li> <li>• supermarket cashier for 1 year</li> </ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• good customer service</li> <li>• experience of using a till and handling money</li> </ul> <p><b>Other information:</b></p> <ul style="list-style-type: none"> <li>• love fashion</li> <li>• want a part time job</li> </ul>	<p><b>Interviewer:</b></p> <p><b>You need a: Clothes shop assistant</b></p> <p><b>Important skills:</b></p> <ul style="list-style-type: none"> <li>• good people skills</li> <li>• able to use a till</li> </ul> <p><b>Other:</b></p> <ul style="list-style-type: none"> <li>• must be interested in fashion</li> </ul> <p><b>Hours:</b></p> <p>10am - 2pm Monday – Thursday</p> <p><b>Salary:</b> £7.50 per hour</p>

## Resource A – A job interview

<p><b>Interviewee:</b></p> <p><b>Previous work experience:</b></p> <ul style="list-style-type: none"> <li>• hospital cleaner for one year</li> <li>• flower factory worker for six months</li> </ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• organised and hardworking,</li> <li>• food hygiene certificate</li> </ul> <p><b>Other information:</b></p> <ul style="list-style-type: none"> <li>• needs transport (no car); wants night shifts</li> </ul>	<p><b>Interviewer:</b></p> <p><b>You need a: fruit factory worker</b></p> <p><b>Important skills:</b></p> <ul style="list-style-type: none"> <li>• organised</li> <li>• good at time keeping</li> <li>• good hygiene (clean)</li> </ul> <p><b>Other:</b></p> <ul style="list-style-type: none"> <li>• transport provided</li> </ul> <p><b>Hours:</b></p> <p>10pm – 6am Monday – Friday</p> <p><b>Salary:</b> £8.50 per hour (£12 per hour for overtime)</p>
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